

## **Portsmouth Museums and Visitor Services**

**Senior Museum and Visitor Services Officer - Southsea Castle** - fixed term until 30.4.2024

**Salary:** Band: 7, £27,852 - £32,020 p.a.

**37 hours per week.**

**What is the role?**

**Reporting to:** Visitor Operations Manager

This role will act as duty manager, ensuring that visitors receive an excellent welcome and have an exciting, memorable and safe visit. The role will also promote the whole of Portsmouth as a visitor destination and ensure a range of information and services are offered.

Posts will work Tuesday to Saturday plus bank holidays.

### **General tasks**

Act as Duty Manager, responsible for the day-to-day operation of the site at which you are working, supervising and training the team of staff and volunteers and liaising with any contractors and partners on site as required.

Facilitate income generation through admissions, retail and venue hire including weddings etc. Carry out cash reconciliation and banking procedures in line with PCC financial regulations.

Maintain secure environment for collections through current security procedures including those relating to locking and unlocking, security patrols and regular inventory checks of items on display.

In liaison with line manager - ensure issues relating to building maintenance are reported and rectified and liaise with any contractors on site as required taking into account specific requirements for buildings that are Listed or are Historic Ancient Monuments and liaising with Historic England as required.

Complete and record all building checks as required on weekly and monthly basis.

Ensure the site is shown at its best, maintaining a high level of cleanliness both inside and out. Ensure public areas, including toilets, are clean, tidy and in good order and that interactive elements of displays are working, tidy and 'topped-up'.

Facilitate museum activities, assisting with the delivery of events and activities, installation of exhibitions, previews and evening meetings, shop stock-takes and audience research for example.

Act as line manager to specific staff and volunteers, including carrying out 121 meetings and annual PDRs as relevant.

Manage relationships with on-site tenants.

Contribute to the development of new ways of working to maximise customer satisfaction whilst ensuring the efficient and smooth running of the service.

Undertake personal training and development, as identified through Performance Development Reviews.

Carry out any other duties commensurate with the post as required.

### **Specialism/additional responsibilities for this role**

Events - arranging special events including weddings and organising staff, arranging set up rooms and spaces, moving furniture and equipment etc. Liaising with event leader.

### **Who is the person?**

You need to:

1. Have experience of day to day running of a museum site or similar to include key holding, income reconciliation etc.
2. Experience of arranging and managing events including weddings.
3. Experience of managing a team.
4. Good knowledge of H&S and experience of writing risk assessments.
5. Committed to delivering excellent customer service.
6. Excellent communication skills with foreign language skills an advantage. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
7. Good IT skills and experience of using word, spreadsheets and web based systems.
8. Ability to use your own initiative and problem solve.
9. Positive, energetic and take a pride in your work.
10. Passionate about promoting the city to visitors.

Although this post will initially be based at Southsea Castle it is possible that the post holder may be required to work at another of the Portsmouth Museums sites in the future.

### **Additional information:**

***This post is open to external and internal applicants.***

***If applying as a secondment you will need permission from your current line manager releasing you for this secondment. Please state you have this on your application form.***

**How to apply:** When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted. Please read alongside the 'How to apply' information on the home page of the careers website. **PLEASE DO NOT JUST SUBMIT A CV.**

## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.