



## **Visitor Services Supervisor - Bookings & Membership**

### **Job Description**

#### **About Discover**

Discover is the UK's first Story Centre for children aged 0-11 and their families. Based in Stratford, east London, 100,000 children and adults visit our venue each year. Our aim is to create a love of language, literature, and stories. At the heart of the centre are our purpose-built Story Worlds and Story Garden which are creative play spaces designed to inspire children's curiosity and imagination.

#### **Context:**

The Visitor Services Supervisors work collectively to oversee the operational elements of Discover and ensure that families have a fantastic, enjoyable experience when they visit. As a team of Supervisors, they are responsible for the smooth operation of the centre, facilities, reception, retail, café, and staffing requirements. Each Supervisor at Discover has a primary focus, and this role would focus on the bookings and membership function.

**Responsible to:** Head of Operations, Duty Managers on a day-to-day basis

**Key relationships:** Head of Marketing, Head of Learning and Head of Events

**Operational responsibility for:** Visitor Services Assistants

#### **Main Purpose of Position**

- Working with the Operations team the Bookings & Membership Supervisor is responsible for overall management of Discover's bookings system.
- They are the first response in answering the phones, dealing with enquiries.
- To supervise Operational staff to provide a high standard of service and experience for visitors to Discover.
- On occasion to supervise the reception, retail, and café areas to ensure they are running effectively and efficiently, whilst maximising revenue for Discover.
- Provide a warm and welcoming environment, by ensuring the venue is presentable.
- Train staff in the bookings system where necessary.

#### **Specific Responsibilities**

##### **Booking Management**

- Ensure the daily schedule runs smoothly and efficiently by providing informative staff briefing, training and guidance to operational staff where necessary.
- Assist the Operations team with the rota, staff availability and schedules.
- Oversee all Discover bookings using the Spektrix CRM system.
- Liaise with Spektrix to ensure smooth running and optimum use of the system.
- To upload information about sessions and events onto the CRM system.
- To continue to develop our CRM system. This may include tracking, reporting, and implementing new advances in technology such as web sales and ticketing.

- Take and process phone bookings from individuals and organisations including schools, nurseries, community groups and businesses for admissions, events, birthday parties, and for the hire of Discover and its resources.
- Take pre-payment for bookings over the phone or in person and communicate all invoice information to Finance Department.
- Ensure all bookings are confirmed and liaise with the relevant department to enable them to prepare resources.
- Manage the Annual Pass system including administering passes and continuous payments.
- Troubleshoot cancelled or postponed bookings and liaise with Operations to enable them to make staff changes accordingly.
- Ensure that all correspondence required for each booking is up-to-date and sent out to the relevant party immediately after each booking is taken.
- Provide statistical reports with analysis on visitors, bookings, and events.

#### **Visitor Service**

- Actively assist and direct visitors by offering information and answering questions
- Ensure Operational staff are briefed & de-briefed and knowledgeable about Discover's programme.
- Ensure the venue is clean and presented to a high standard that includes the preparation of resources and marketing materials.
- Ensure exhibitions and play spaces are in working order, and safe prior opening.
- Oversee logistical elements, including set-up & pack-up and front of house services for special events and hires.

#### **Administration & Finance**

- Be responsible for training staff in cashing up procedures, resolving and reporting any anomalies.
- Ensure cash handling, PDQ payments, reconciliations and reporting requirements are completed accurately, and comply with financial policies and procedures. Investigate discrepancies when required.
- Prepare event briefs and reports when required
- Coordinate the ordering, deliveries, and storage of café stock.
- Ensure regular café stock takes are completed.
- As part of the Supervisor Team, maintain the Visitor Services team rota, including co-ordination of staff availability.
- Process Gift aid on bookings and submit monthly reports to the Inland Revenue.

#### **Health & Safety and maintenance**

- Ensure the Health & Safety and Food Hygiene are at a high standard.
- Complete building checks to ensure visitor safety and comfort.
- To assist with the coordination of the emergency evacuations
- Perform first aid where required, and complete reports as necessary
- Ensure staff are trained accordingly in cleaning and hygiene policies.

#### **General**

- Act as key holder and ensure the building is secured correctly if necessary
- To work with the Discover team to ensure the successful development of Discover
- Attend and feedback to team and company meetings when appropriate
- To undertake any other duties which may be reasonably requested by the Head of Operations

## **Personal Specification**

The successful candidate will have:

### **Essential Requirements**

- Bookings, ticketing, front of house experience in a museum, gallery, arts venue, or visitor attraction.
- Experience of working with Spektrix or a comparable box office system.
- Experience of supervising staff.
- Experience in a front-line customer service environment.
- Experience in financial transactions, reconciliations, and cash handling.
- Flexible and adaptable, with an ability to be proactive and demonstrate initiative.
- Excellent IT skills.
- Proven organisational ability.
- An effective communicator, both written and verbal.
- Availability to work two weekends in four.

### **Desirable Requirements**

- Experience of generating reports from Spektrix.
- Experience of working with schools
- Experience working with children or in a family focussed environment.

### **Type of Contract**

This post is offered as a full-time, permanent contract.

### **Working Hours**

General working hours are 35 per week – on a rolling schedule which will include two weekends out of four. The core hours are 9.15am - 5.15pm. There is a one-hour unpaid lunch break.

The post holder will be required to submit to an enhanced DBS disclosure in line with Discover policy.

### **Salary**

£22,682.25 Full time

### **Holidays**

Annually 25 days plus 8 bank holidays.

This job description reflects the requirements of Discover as of June 2022. The role and duties of the post are subject to change in line with the future development of Discover. The Board reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate