

**Visitor Services Supervisor - Front of House (summer fixed-term)**

**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.

Our interactive exhibitions immerse families in the world of their favourite authors and illustrators. We also have a story-telling space where we develop and deliver a programme of bespoke events for 0-3s. Throughout the year we invite much-loved and up-and-coming authors, illustrators, poets, musicians, artists and storytellers to run workshops and events.

Alongside the offer in our venue, we also deliver an extensive range of activities externally, running programmes or one-off sessions or events in schools, libraries, children’s centres, shopping centres, and parks.

**Context:**

This role will support us during our busy summer period. The post-holder is part of the operations team and will work closely with other Visitor Services Supervisors (Front of House, Café, Retail and Bookings) to oversee the operational elements of Discover to ensure visitors to the centre enjoy a pleasant experience. As a team of Supervisors, they are responsible for the day-to-day smooth operation of the centre, facilities, reception, retail, café and staffing requirements.

**Reports to:** Head of Operations

**Operational responsibility for:** Visitor Services Assistants, Story Builders (alongside Head of Operations and Head of Creative Programming)

**Main Purpose of Position**

* To support front of house staff to provide a high standard of service and experience for visitors to Discover, providing a welcoming and inclusive environment.
* To supervise the reception, retail and café areas to ensure they are well presented, clean, well-stocked and are running effectively and efficiently.
* Ensure safety of visitors and staff at all times, acting in accordance with Discover’s Health and Safety and Safeguarding policies.
* Assisting families, schools and other visitors to enjoy their time in the centre through a positive approach to problem solving and commitment to inclusive, professional service.

**Specific Responsibilities**

**Management**

* To manage the daily operation of Discover, including external events or contractors working on site to ensure a high level of customer service and experience is delivered at all times.
* To update staff schedules on the day, and complete daily reports.
* To supervise operation of the reception, ticketing, retail shop and café including presentation, resources, staff and procedures to maximise revenue for Discover
* Ensure the daily schedule runs smoothly and efficiently by providing informative staff briefing, training and guidance to operational staff.

**Visitor Service**

* Actively assist and direct visitors by offering information and answering questions.
* 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, birthdays and hires.

**Bookings**

* Assist visitors with admissions to the centre and events bookings.
* Support staff with the computerised bookings & POS system.
* Supporting the Bookings Supervisor by ensuring phones are checked for messages, taking calls and bookings during busy or cover periods.

**Administration & Finance**

* Coordinate the ordering, delivery and organisation of resources for the FOH and play area activities, e.g. feathers, worksheets, pencils
* Be responsible for training staff in cashing up procedures, resolving and reporting any anomalies.
* Complete end-of-day financial reconciliations and comply with financial policies and procedures.

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

* Ensure the Health & Safety and Food Hygiene are at a high standard. Reporting faults or maintenance repairs as required.
* 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.

**General & Administration**

* Act as key holder and ensure the building is secured correctly.
* Attend and feedback to team and company meetings when appropriate.
* To undertake any other duties which may be reasonably requested.

**Person Specification**

# Essential Requirements

* Experience in a front of house role, with clear understanding of what makes great and supportive customer service.
* Understanding of good staff management, able to instruct and support others.
* Clear knowledge and understanding of Health & Safety and Safeguarding principles.
* Demonstrable administrative skills, familiar with basic office IT systems.
* Experience in financial transactions, reconciliations and cash handling.
* Flexible and adaptable, with an ability to be proactive and demonstrate initiative.
* An effective communicator, both written and verbal.
* Must be able to work at least 50% of weekends.
* Commitment to Discover’s principles: put children first, create the extraordinary, keep growing our accessibility and inclusion, play our part in protecting our planet and ensure our organisation is well run.

**Desirable Requirements**

* Experience of working with a box office or ticketing system.
* Experience working in a museum/gallery, arts venue or visitor attraction or other customer service environment.
* Experience working with children or in a family focussed environment.
* An active interest in children’s books and/or supporting children and families.
* Food Hygiene, First Aid, or supporting SEND visitor qualifications.

**Type of contract**

This post is offered on a fixed term contract to 1 September 2025, with potential to extend to December 2025. The role is subject to a one-month probationary period during which 1 weeks’ notice can be given on either side, thereafter a notice period of one month. The post-holder will be required to undertake or provide an Enhanced DBS check.

**Working Hours and location**

This is a full-time role at 40 hours per week. Generally, the hours are between 9am to 6pm weekdays and weekends (including one-hour unpaid lunch break). There will be occasional out of hours and off-site working required, and schedules may change due to events. Supervisors work according to a monthly rota system; we endeavour to be flexible around external commitments to ensure that all team members can achieve a comfortable work life balance.

Our accessible premises are Discover, 383 – 387 High Street, Stratford, E15 4QZ.

1 day per month may sometimes be worked from home by agreement, where this does not conflict with other organisational needs.

**Holidays and benefits**

25 days plus bank holidays – therefore currently 33 days in total. Please note that some bank holiday working is required. We also offer up to 5 days annual paid carers leave, book and café discounts, an employee wellbeing package and up to 10 free tickets annually for friends and family to visit Discover.

**Salary**

£29,120 per annum

This job description reflects the requirements of Discover as at May 2025. The role and duties of the post are subject to change in line with the future development of Discover.