

<b>Job title:</b>	Operations and Visitor Experience Manager
<b>Contract:</b>	Full time; permanent <i>Job share considered</i>
<b>Reporting to:</b>	Head of Operations and Visitor Experience
<b>Line Reports:</b>	Guides Volunteer Stewards
<b>Salary Grade:</b>	From £23,000 pa depending on experience
<b>Hours:</b>	35 hours per week (Wednesday-Sunday). Some evenings will be required at times during the year.

## **Job Description**

### **The Charleston Trust**

Charleston is a seventeenth century Sussex farmhouse that from 1916 was the house of two of the most important and influential British artists of the twentieth century - Vanessa Bell and Duncan Grant. Their home became the country retreat of a group of individuals known as Bloomsbury which included Vanessa Bell's sister Virginia Woolf, the economist John Maynard Keynes and critics Roger Fry and Clive Bell. Writers Lytton Strachey, TS Eliot and EM Forster were regular visitors. The house has a uniquely decorated interior which is illustrative of the ideals and lifestyle of the Bloomsbury group.

Today, Charleston is a thriving house museum and gallery. The Charleston Trust which runs it, is internationally renowned for the way it uses the house, collection and intellectual legacy of Bloomsbury as the catalyst for creativity, discussion and debate. It receives no public funding to support its running costs and each year is entirely dependent on self-generated income. Charleston runs an extensive annual public programme which includes talks, seminars and workshops as well as the popular Charleston Festival in May. In September 2018, Charleston opened a destination restaurant and a multi-function auditorium in two Grade II listed barns and a suite of five galleries in a new building designed by Jamie Fobert which holds a year-round programme of exhibitions.

From Wednesdays to Saturdays visits to the House are with a Guide in a small group of no more than ten people. Our Guides are hugely knowledgeable about Charleston and will impart the history, stories and lesser known facts about the House, its inhabitants and objects in a tour that will last an hour, after which visitors can explore the garden at their own pace. On Sundays and Bank Holidays visitors are able to guide themselves around the House with the assistance of our insightful volunteer room stewards.

## **Main purpose of role:**

To manage the day-to-day operations and visitor experience at Charleston including the team of Guides and Volunteers. To actively promote, coordinate and manage the delivery of group visits to Charleston.

## **Principal responsibilities**

### **Visitor Services**

- To ensure Charleston's site is ready to open each day to visitors including opening and closing the buildings and ensuring that visitors are presented with a clean and welcoming environment.
- Ensure that a high standard of visitor service and excellence in customer care is delivered consistently across all areas of museum activity.
- Support the Head of Operations and Visitor Experience in all areas of their work.

### **Group Visits**

- Managing group visits throughout the season including answering enquiries, formalising bookings, managing payments and coordinating visits on the day.
- Work with Head of Operations and Visitor Experience, and Head of Enterprise to ensure adequate Visitor Service Assistants staffing during group visits.
- Work with the Head of Communications and Audience Development to develop and grow group visits throughout the year. Maintaining database and contact details of group leaders and tour operators.

### **Guide and Volunteer Management**

- Manage the Guides and Volunteer rota and ensure sufficient front of house staff and volunteers are in place at all times ensuring that there is always adequate provision for visitors and that the front of house functions smoothly.
- Work with the Head of Exhibitions, Collections and Research to ensure that the Guided experience of the House is always high-quality and Guides are informed and knowledgeable about the programme of exhibitions and events across the site.
- Recruit, manage, inform, motivate and monitor guides and volunteers ensuring that they are kept informed about what is happening at Charleston and that they are made to feel part of the Charleston team, ensuring regular communications, and special and social events throughout the year.

## **Person specification**

### **Essential skills and experience**

- Excellent customer service skills and experience of working in a visitor or customer focused environment including managing difficult or busy situations
- Excellent organisational, time management and interpersonal skills
- Excellent written and verbal communication skills with an eye for detail
- Flexible and committed approach to work; a willingness to learn new skills and develop your knowledge of Charleston and the Bloomsbury group
- Experience of managing volunteers
- Good IT skills
- Organised and methodical with ability to multi-task across several projects.
- Good time management with the ability to work to tight deadlines.
- Previous experience of organising and managing visitor groups.

### **Core competencies**

- Confident, lively and outgoing and enjoy working with the public.
- The ability to work well under pressure and with minimal supervision.
- Smart and presentable.
- Flexible and adaptable to changing demands and new challenges.
- Polite and helpful verbal skills to converse over the phone and in person with all of Charleston's customers, visitors and stakeholders.
- Excellent interpersonal and communications skills.
- Conscientious individual with the ability to work unsupervised, able to meet deadlines, planning and manage own work.
- An interest and enthusiasm for working in the arts and/or charity sector.
- A team player able to work flexibly, effectively and creatively with colleagues across various departments to achieve shared goals.

### **Organisational Responsibilities**

- To work in accordance with The Charleston Trust's aims, objectives and values
- To work in accordance with all The Charleston Trust's policies and procedures
- To work flexibly to best meet the needs of the organisation which may include undertaking occasional evening and weekend work

This list of duties and responsibilities is not intended to be exhaustive. The job holder will be expected to adopt additional tasks when required; these tasks will be in keeping with the general profile of the role.

### **Additional information**

Leave: The basic annual leave entitlement is 33 days (including bank holidays).

Because of Charleston's rural location the post holder is advised to have the use of a car or a guaranteed way of getting to Charleston. Car sharing with Charleston staff may be a possibility depending on locations.

The Trust has a commitment to ensure equality of opportunity for all employees and employees are required to adhere to this in their work.

All positions at Charleston are offered subject to the following conditions:

- Receipt of satisfactory references
- Proof that you are legally entitled to work in the UK

Charleston particularly welcomes applications from Black, Asian and Minority Ethnic people as they are currently underrepresented in our workforce.

Applicants are also asked to fill in and return an Equal Opportunities Monitoring form available from <http://www.charleston.org.uk/about-the-trust/opportunities/>

All applications received will be acknowledged.

Please note that due to limited resources we are unable to give feedback to all applicants. Feedback will of course be available to those that are short listed for interview.

### **To apply**

Email your CV and a covering letter outlining your suitability for the post, to Kristina Sekyere, Operational Development Manager on [k.sekyere@charleston.org.uk](mailto:k.sekyere@charleston.org.uk)

For those interested in job share; Please also outline in your covering letter your request to be considered for a job share, your flexibility and proposed days that you might work. Please note that all applicants will need to have some flexibility to share weekend working.

**Deadline for applications is by 12 noon on Tuesday 26<sup>th</sup> February 2019**

**Those being called for interview will be notified by the end of the day on Wednesday 27<sup>th</sup> February**

**Interviews will take place at Charleston on Monday 4<sup>th</sup> March 2019.**