

Deputy Visitor Services Manager

Job Description

Reports to:	Visitor Services Manager
Line management responsibilities:	Senior Guides, Guides
Salary:	£29,250 (pro rata if annual hours reduced)
Hours of work:	37.5 per week year-round based on Sunday to Friday and may include occasional evenings

The role

The Deputy Visitor Services Manager's main purpose is to ensure the best quality experience for every visitor to St Michael's Mount within agreed budgets and visitor experience strategy.

Areas of responsibility:

Visitor Experience

- Support the Visitor Services Manager to enhance the overall visitor experience to the Mount from the first point of contact (website, phone, email) through to leaving the car park after a visit.
- Ensure the enquiries telephone line and email addresses are monitored during office hours.
- Assist with the creation and review of Standard Operating Procedures (SOPs) and risk assessments.
- Manage daily checks for Visitor Services ensuring compliance reporting is uploaded to Prime.
- Assist the Visitor Services Manager with the management of ticketing systems.
- Ensure adequate stocks are held of uniform, maps, leaflets, children's trails and any other Visitor Services stock items.
- Support the Visitor Services Manager with the management of any events on the Island.

Management

- Manage the Senior Guide team to ensure the consistent delivery of excellent visitor experience.
- Lead on recruitment, induction, training and exit/annual reviews for all Guides.
- Manage the rota of Guides, working within the agreed budgets and ensure Guides submit timesheets and holiday requests.
- Ensure the Guides receive regular internal communications and are fully briefed on all aspects of St Michael's Mount and the wider St Aubyn Estates businesses that they need to know.
- Support the Senior Guides to manage the Guides on a day to day basis.
- Work with the Car Parks Manager with management of mainland visitor facing teams including Guides, Car Park Assistants and the Beach Hut.
- Take on the Duty Manager role on St Michael's Mount.

Conservation & Gardens

- Ensure the Guides are briefed about any conservation issues and are able to communicate these appropriately to visitors in the castle.
- Lead groups of visitors on tours of any part of St Michael's Mount.
- Ensure the Guides are briefed about any highlights or work in the gardens that may affect visitors.
- Encourage Guides to research and develop their own knowledge of the history of the Mount.

Governance

- Ensure practicable and reasonable compliance with relevant health and safety statutes, regulations and directives, including company safety policies.

- Ensure the Safeguarding Policy is adhered to in terms of visitors and staff within the Visitor Services team.
- Work with other department managers and deputies as needed to support the overall efficient operation of St Michael's Mount.

As with all positions at St Aubyn Estates, the Deputy Visitor Services Manager will be expected to undertake any other tasks as reasonably requested by the Visitor Services Manager, the Duty Manager or any member of the St Aubyn Estates Senior Management Team.

The Ideal Candidate:

- At least two years experience of supervising teams in a visitor facing environment.
- A strong communicator with the confidence to deal with any visitor-related scenario.
- Experience of working in a visitor facing role in an open-air tourist attraction.
- Experience of leading groups of visitors on guided tours.
- Ability to work to tight deadlines and prioritise workload.
- Demonstrate strong written, verbal and technological capabilities and particularly will have a good working knowledge of Sharepoint and Excel.
- Will bring energy, have time for people, work hard, be inspiring, not be afraid to make decisions and be positive.
- Will act with integrity, good humour and a commitment to the Purpose and Values of the business.