

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Visitor Services Manager

It is essential that the post holder has the following work experience, skills/knowledge and personal attributes.

Work Experience

- Leading and managing a team.
- Recruiting and working with volunteers.
- Organising and running events and activities using commercial acumen and marketing skills.

Skills and Knowledge

- Excellent interpersonal and management skills e.g. task prioritisation and time management.
- Very good communication and customer service skills.
- Able to manage and develop staff and volunteers to meet the business plan objectives.
- Organising and managing contractors and freelancers.
- A sound practical knowledge of premises management issues related to a publicly accessible building, including H & S, security and ICT issues.
- Event co-ordination; organising and running commercial activities; retail management; catering management; communications and marketing.
- A basic understanding of museum curatorial issues.
- Knowledge and understanding of budget management.
- Working knowledge of using IT, including Microsoft Office applications, email, internet, other software, website and social media.

Personal Attributes

- Committed to working enthusiastically with key partners in the heritage, culture and tourism sectors to ensure the successful and sustainable operation of Weston Museum.
- Able to work independently on own initiative, effectively planning workload, with minimal supervision.
- Flexible and adaptable to meet changing business needs.

- Ability and willingness to work in a fast paced environment on multiple activities.
- Outgoing and positive personality and confident working with large groups of people of all ages.

Education and Qualifications

- Educated to degree level or equivalent.
- IT Literate in MS Office applications.

Other Factors

- Willingness to work flexibly to meet business needs including weekends, bank holidays and evenings as required.
- This post requires a Standard DBS Check to be completed.

Equal Opportunities

Be able to demonstrate a commitment to the principles of equality and diversity and be able to carry out duties in accordance with those policies.

Desirable:

- Experience of managing in the heritage sector.
- Working with museum curatorial and exhibition design colleagues.
- A broad awareness of the characteristics of a local authority run museum, including the role of Elected Members.