

BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Visitor Centre Co-ordinator
Reports to:	Volk's Railway Manager
Department:	Economy, Environment and Culture
Section:	Sport and Leisure
Date written:	25 July 2019

Purpose of the Job

To provide a safe, easily accessible and friendly environment for all users, ensuring they enjoy their visit.

As the public face of the service, to promote the work of the Volk's Electric Railway and to take an active role in delivering income generating activities.

To assist with the day to day management of the building, ensuring that general housekeeping is undertaken, that visiting contractors are monitored, and that health and safety building and equipment checks are carried out.

To assist in the smooth running of the service as well as a programme of events and activities

Principal Accountabilities

- 2.1 To assist the Duty Manager with the day to day operation of the buildings, including, general housekeeping, health & safety building checks, building and equipment maintenance. Ensure that all entrances and exits are opened, closed or locked as required.
- 2.2 To develop and deliver events ,organise short talks and escorted tours for the public, support learning events with freelancers, other members of staff and volunteers, set up rooms for meetings and events.
- 2.3 Develop and organise the delivery of the learning programme, to include making sure resources are available, booking freelance staff to deliver sessions and liaising with schools.
- 2.4 Support and promote the recruitment, training and administration of volunteers.

- 2.5 Help to promote the Railway via print marketing, newsletters and updating the Volk's Railway website.
- 2.6 Carry out regular visitor satisfaction surveys and evaluate the performance of the Railway.
- 2.7 To carry out proactive reception and retail sales when required including cash handling. The postholder will need to be aware of the council's financial system in relation to the ordering of goods and services.
- 2.8 To monitor the cleanliness of the facilities (including toilets, offices display area floors) throughout the day. Carry out cleaning duties as and when required ensuring that facilities are kept clean and well presented for the benefit of visitors and staff.
- 2.9 To participate in briefing sessions to develop skills and knowledge pertinent to the post and participate in learning and development programmes to ensure that railway service standards are met or exceeded in line with the Railway Inspectorates requirements.
- 2.10 To maintain excellent standards of dress and personal appearance. Staff will be required to wear the correct uniform (as provided), and carry a radio as directed whenever on duty.

General Accountabilities

To co-operate in the implementation of the council Health and Safety policy

In particular: as set out in section 4.7 of the Health & Safety Policy:

- To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work
- To use equipment according to instructions
- To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
- To report any unsafe act, or condition, any accident or incident according to Health and Safety Policy

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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PERSON SPECIFICATION

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Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Knowledge of the visitor attraction / heritage sector.• Knowledge of the National Curriculum• Commitment to acquiring awareness and knowledge of Health & Safety policy and practice as it applies to their area of work.
Experience	<ul style="list-style-type: none">• Experience of working in a visitor services role, specifically in a heritage or visitor attraction environment.• Proven track record of delivering successful marketing activity and events, ideally within a heritage or education environment.• Experience of organising events, ideally within a heritage or education environment.• Experience of working with volunteers.• Experience of working with schools.
Skills and Abilities	<ul style="list-style-type: none">• Excellent customer service skills.• Good IT skills, to include the ability to maintain a basic website and produce a simple newsletter.• Excellent communication and team working skills.• Good organisational skills.• Ability to work flexibly.
Equalities	<ul style="list-style-type: none">• To be able to demonstrate a commitment to the principles of equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.
Other Requirements	<ul style="list-style-type: none">• The post holder will be required to be flexible. Hours will be set on a rota system, to include regular weekends and occasional evenings.

Organisational Chart

See Enclosed

Hardest Part of the Job

The most challenging part of the job will be managing a range of different tasks. It is important that they will have the ability to prioritise work and problem solve effectively. This post will also work directly with members of the public, so the post holder will need to be prepared for dealing with difficult questions and responding to any complaints that arise. However, they will always be able to refer to either the Volk's Railway Manager or Assistant Manager for support.

Dimensions

The Railway operates full time from Easter until November with regular events in the closed season. The Visitor Centre is kept open throughout the year even when the train service is not operating and attracts around 200,000 visitors each year.

There will be no subordinate staff although the post holder will be the lead person on recruiting and coordinating volunteers.

There is a small budget for shop. The post holder will help to select products to be sold and will be responsible for stock control but the overall management of this budget will sit with the Volk's Railway Manager.

Scope for Impact

This post will provide key support to the Railway team in welcoming visitors to the Railway. The Visitor Centre Co-ordinator will be instrumental in planning events and activities that will encourage audiences to visit, as well as ensuring they have an enjoyable time while they are on-site. This post has the scope to increase income through programming and publicising a strong events programme, co-ordinating venue hire and facilitating school visits.

Job Context

Volk's Electric Railway is the oldest electric railway in the world and has recently undergone a redevelopment supported by the Heritage Lottery Fund, Brighton & Hove City Council and the Volk's Electric Railway Association. The new offer to the public includes:

- two new exhibition spaces
- activities and trails for children and families
- an exciting offer for schools
- opportunities for volunteers
- a regular train service for the public

- a programme of activities and events.