

JOB DESCRIPTION

Job Title	Visitor Experience Deputy Manager - Operations	Duration	Permanent
Division	Commercial	Hours/FTE	18 Hours Part Time – <i>Fridays & Weekends</i> <i>(FTE 36hours)</i>
Dept	Visitor Experience – Front of House	Salary	£14,500 pro rata <i>(FTE £29,000)</i>
Reports to	VE Experience Manager - Operations	Direct Reports	Visitor Experience Assistants – Operations

Context

V&A South Kensington is a world of extraordinary global creativity, set in one of London’s most iconic buildings, with a collection spanning 5,000 years, and unmissable exhibitions and experiences for all.

The Commercial division is tasked with developing and delivering an ambitious strategy for sustainable commercial growth, as a fundamental part of the overall V&A experience and brand position, and to underpin the museum group’s future financial sustainability. The division brings together the V&A’s key income generating areas of retail, ticketing, publishing, eCommerce, catering, membership, Academy, and a completely integrated front of house operation.

Front of House Operations brings together the visitor facing teams of volunteers, gallery, welcome, shop and catering operations and is tasked with running day-to-day operations at South Kensington, onsite revenue generation across key museum touchpoints and delivering a seamless visitor experience for all.

The Visitor Experience Operations team is situated in galleries across the V&A, engaging visitors with the collection, working with the security team to ensure the safety and security of people and objects.

Application Deadline: 31st January 2025 (23:59)

Interviews: Sunday 9th February 2025

Start Date: March 2025 *(Date TBC)*

Main Purpose of job

Our Deputy Managers work in collaboration with the Management Team to inspire our Visitor Assistants to deliver the best possible experience at the V&A South Kensington. They play an important role in the management of daily operations, upholding safety and security standards, actively coaching team members on gallery and supporting the VE Managers in delivering high experience standards across all Front of House areas.

They play an important role as leaders - coaching assistants and volunteers, encouraging the team to communicate openly and honestly. Each VE Manager has a Deputy Manager who directly line manages half of their assistants.

Whilst the managers are ultimately responsible for their team; the Deputy Managers are expected to independently manage their assigned team members’ performance, asking for advice or escalating matters to their assigned VE Manager where appropriate.

Key Responsibilities

Work as part of the Visitor Experience Management Team, responsible for the Front of House operation across the museum ensuring a world class visitor and learning experience is delivered to all.
Manage a dedicated team with direct line management responsibilities actively providing leadership and support to sustain good team morale and high performance on the floor.
Clearly communicate with their Visitor Experience Manager to create an effective and united management team deputising for your manager when required.
With the Manager, make visitor engagement a priority for the team through effective coaching and training sessions.
When needed support the Sales Team and contribute to a collegial work environment in which they collaboratively work as a wider team to provide a world class visitor experience.
Be a champion for the visitor, representing the department and visitor at every level. Proactively deal with comments and complaints from visitors as they arise and investigating issues thoroughly and suggesting appropriate solutions. Evaluate and identify any common themes arising and work with your manager in developing plans to improve service delivery.
Covering the Assistant role when requested to ensure the museum galleries are accessible for visitors.
Positive collaboration with other departments as and when needed.
Work coherently with colleagues in Security and take appropriate and sensible action during emergency situations, adhering to procedures.
Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	Strong leadership and management skills gained within a customer service or visitor facing environment. Able to coach and mentor staff in order to bring the best out of them. Have a clear understanding of the nuances of managing large and diverse teams.
	Someone who has a genuine passion for people and takes pride in satisfying high expectations of visitors, driven by delivering a world class experience. A demonstrable understanding of best practice of visitor experience or customer service in an institution of similar scale (size and operation) to the V&A.
	A demonstrable understanding of visitor experience best practice across the museum/cultural sector and beyond with evidence of bringing about improvements in visitor experience or customer service team in a visitor-facing setting.
	Evidence of good analytical and problem-solving skills, ability to act quickly and respond to a wide range of complex situations. Able to delegate where appropriate.
	High level of emotional intelligence. Sincerity when dealing with visitors or members of the team, receptive to others' opinions, able to take on feedback and be considerate in the response.
	Passionate about professional development for you and your team.
	Able to detail examples of when they have taken pro-active decisions/actions ahead of arising situations.
	Experience in dealing with a variety of emergency situations with proficiency in crowd control and an understanding of safety and security within an institution such as the V&A. Must be excited by a good queuing system.

Core Skills	A strong team player, with the ability to work closely with peers to achieve a common goal. A high level of diplomacy, able to act as an ambassador for the museum in a variety of situations.
	Experience of communicating clearly, with the ability to adapt your communication style for different groups
	The ability to use MS Office and other relevant IT systems as appropriate for the role.
	Understanding of how to have a flexible approach to work within a busy operational environment.
Behaviours	<p>Respects others' expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and engaging way.</p> <p>Actively leads and manages others, taking ownership of corporate decisions and role models positive behaviors.</p>
Desirable	<ol style="list-style-type: none"> 1. Experience in similar role. 2. Experience in coaching and improving performance of a team member. 3. Experience using or managing Ticketing/CRM Systems.