

Job Title:	Visitor Services Supervisor
Department:	British Golf Museum
Reporting To:	Museum Manager
Hours:	Monday - Friday 9.00am - 5.00pm: Winter Monday - Friday 9.00am - 5.15pm: Summer
Location:	St Andrews
Contract:	Permanent, Full-time



Job Purpose

The British Golf Museum, located in St Andrews, is a 5-star Museum at the heart of the home of golf. We are dedicated to providing the best visitor experience, with the highest levels of customer service. We are currently seeking a Visitor Services Supervisor to join our busy team.

Job Description

ROLE AND RESPONSIBILITIES
Core responsibilities are:

- Ensuring the smooth running of all Front of House activities
- Providing a clear line of communication between the Museum Manager and the Visitor Services team
- Being a role model for the Front of House team, with an ability to motivate and get the best from each individual
- Overseeing work across all commercial areas of the Museum, including admissions, retail, and the galleries
- Ensuring excellent levels of customer service at all times, pro-actively seeking to enhance the visitor's experience to make it a memorable one
- Responsible for the delivery of all retail activity in the Museum shop, including but not exhaustive of stock replenishment and control, processing deliveries and undertaking other administrative duties
- Ensuring that all areas, interior and exterior, of the Museum, including the public toilets, are kept clean and tidy at all times
- Responsible for Front of House rota management (lunches and holidays)
- Undertaking training of new staff (seasonal and permanent)
- Undertaking any other reasonable task requested by the Museum Manager
- Evening/weekend work will be required from time to time to ensure the continued smooth running of the Museum

QUALIFICATIONS AND EXPERIENCE

- Proven experience of providing excellent levels of customer service
- Supervisory experience from previous employment
- Experience of cash handling and working with a till
- Must understand sales and merchandising methods, including upselling and display
- Must have knowledge of and/or an interest in golf
- Additional language – advantageous

SKILLS

- Must be highly presentable and of smart appearance
- Must be able to work calmly during extremely busy periods
- Excellent communication skills, with an ability to speak clearly and confidently

- Excellent attention to detail
- Ability to motivate and encourage teams
- Trustworthy and reliable
- Ability to work in a team but also to use own initiative
- Ability to work flexibly in all aspects of visitor services

To apply for this vacancy, please send your c.v. and covering letter to Laura Kane on recruitment@randa.org by the closing date of Monday 25th March 2019.

How your information will be used.

In order to progress your application, for administrative purposes, The R&A will record, keep, and hold the personal data which you have provided in this application stored in our Human Resources files. Your data will not be transferred to any third parties outside of The R&A group companies. If your application is successful, The R&A will hold this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event that your application is unsuccessful, we will hold the application form and the data contained for three months in case of a future vacancy, which we may invite you to apply for, following which we will delete it.

If you have any questions about The R&A's use of your data, please contact us.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.