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## **Visitor Experience Manager Applicant Information Pack**

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# A home for the extraordinary

**We harness the incredible power of art, creativity and collective imagination to create a better future for everyone. A future that is more inclusive, more sustainable and more equitable.**

## **Mission**

We work with extraordinary people to create ideas that reimagine what's possible, inspiring positive change for both individuals and their communities.

We love to take creative risks, providing people who are often underserved or ignored by others, the space and the freedom to share bold new ideas that can inspire us all.

We are a learning organisation, and we're open about the times we succeed spectacularly and fail gracefully, as we believe this transparency helps us all to achieve extraordinary things.

## **Values**

We live by the old town hall motto, inscribed on our beautiful building;

Not for me, not for you, but for us.

This is our guiding principle; our code of conduct, the north star for everything we do. Our aim is to always work compassionately, collaboratively and generously with others for the greater benefit of everyone.

## **Introduction & How to Apply**

Thank you for your interest in the role of Visitor Experience Manager at Battersea Arts Centre (BAC). You will find information about the role and the person specification in the following pages. Before you fill out an online application form, please read the information included here.

Please use the online application form to apply. A link to the form can be found on the [Work With Us](#) page of our website. You will need to upload your CV as part of the online application.

All applications must be submitted by **10am Wednesday 7 August 2023**. Successful shortlisted applicants will be invited to attend an interview during the week commencing 12 August 2023. Interviews will take place in person at Battersea Arts Centre. We can provide a BSL interpreter if required.

We particularly welcome applicants with lived experience of disability and people from groups that are currently under-represented in the arts sector. If you share a commitment to BAC's mission and values, we want to hear from you.

**We may contact candidates before the closing date** and BAC reserves the right to close submissions for this role early, should a suitable applicant be found, so please **apply as soon as possible**.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at [recruitment@bac.org.uk](mailto:recruitment@bac.org.uk).

We look forward to receiving your application

## **Project Working**

BAC operates a project working structure, which means that teams and team members work flexibly across projects to deliver activity.

Project working is about working collaboratively and bringing out the best in all our staff. It's a structure that recognises people's strengths and specialisms, creating an innovative and open working culture.

Our projects all sit underneath the following areas of work:

- **Creative Impact:** our programme of work that supports artists, young people and communities, via public programming, creative development programmes and access to the venue.
- **Commercial Enterprises:** income generating activities including commercial events, building hires and retail.
- **Continuous Improvement:** projects that improve the way BAC works to make it more effective, efficient and equitable.

## **Working at Battersea Arts Centre**

BAC's office is an open-plan shared space on the second floor of our building, Battersea old Town Hall, accessed by two sets of stairs or a lift. BAC is wheelchair accessible throughout. The nearest wheelchair accessible station is Clapham Junction and the route is 0.6 miles, uphill. There is a disabled parking bay on Theatre Street next to the building. There are accessible toilets and a mix of loud and quiet spaces.

BAC is an innovative and diverse organisation and has around 60 members of staff. A culture of development and support is fostered through a combination of line management, in-house coaching, and individual supporter and mentor schemes.

BAC operates a **Dynamic Working** policy. This means we aim to create an environment that values experience and empowers colleagues to balance their professional and personal lives. It promotes inclusion and considers our whole team, creating a culture that respects the 7 day a week operational venue, with a range of skills, roles and requirements. The office is open every day from 9am and staff are on site at various times depending on their roles. Most meetings take place between 10am and 4pm and many of these will include an option to join online.

In general, those with admin focused roles work during the week and do a mix of days in the office and alternative locations. More operational roles are led by the programme of activity taking place in the building. Flexible working is welcome and agreed between the employee and line manager.

The role will involve some meetings, communicating via phone / video, email and in person, and using a computer for several hours across the day. Evening and weekend work will be required as part of this role, plus travel to external partner meetings and events if the role requires it.

Attending performances, events and being part of the creative life of the organisation is part of everyone's role at BAC.

## **The Role: Visitor Experience Manager**

**Responsible to:** Senior Operations Manager

**Working Closely with:** Bar Operations Manager, Ticketing and Welcome Coordinator,  
Programme Producer

**Responsible for:** Duty Managers, Venue Hosts

This role will be part of BAC's **Venue Team**. It may be expected to contribute to a range of projects, but the role will primarily lead on all our Visitor Experience work as set out below.

### **General Description**

Battersea Arts Centre strives to put the experience of its building users at the heart of everything it does. This role will be pivotal in the continued improvement of the visitor experience. Working from an experiential standpoint, this role will have an exciting opportunity to develop procedures and role model best practice in an arts venue. Working across departments, this role will support in the successful delivery of performances, community groups and events. This role is perfect for any person looking to further their career in venue management and customer experience. Problem solving and collaboration are key skills to achieve within this role. Working with the Duty Management team, this role will model best practice in operations, safety and experience.

The culture at BAC is a collaborative and open one. We work in an open plan space with no closed private offices and frequently work across teams and roles. We are lucky to have an outdoor terrace adjoined to the office which is particularly nice in the summer months. There's a good culture of people taking lunch breaks away from desks and two equipped kitchen and eating areas where the team tend to spend their down time. We organise regular social events and things can get competitive at our annual sports day and Christmas quiz. Though to be clear, spectating is respected as much as taking part here at BAC!

### **Role Responsibilities**

Venue Management	<ul style="list-style-type: none"><li>• You will work closely with the Senior Operations Manager to ensure the overall smooth operations of BAC.</li><li>• You will be a key holder for the building. You will be expected to regularly unlock/lock the building as the business needs.</li><li>• Monitor the security of the building and safety of the public by maintaining constant vigilance.</li><li>• You will work closely with Live-In Venue Host to ensure a safe and high-quality overnight stay for all visitors using the bedrooms.</li><li>• You will produce the rota for Venue Hosts and Duty Managers. This should be done in conjunction with the Bar and Cafe, Technical and Events team. This should be done efficiently and within budget.</li><li>• You will manage payroll for casual Venue Hosts and Duty Managers ensuring accuracy and efficiency.</li><li>• 70% of this role will be shift based acting as Duty Manager for the building.</li></ul>
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<p>Visitor Experience</p>	<ul style="list-style-type: none"> <li>• You will oversee the “BAC Welcome”, which you will develop and role model for public facing staff.</li> <li>• Work closely with the Senior Operations Manager to develop the Visitor Experience strategy which services all building users.</li> <li>• You will lead the visitor facing team in the delivery of an outstandingly warm, playful, and professional Welcome to Battersea Arts Centre.</li> <li>• Provide a welcoming, safe, and generous environment for the artists &amp; clients who work in our building, making sure their time with us is as productive, exciting, and smooth as possible.</li> <li>• Actively engage with the BAC Experiences project consistently advocating for the Visitor Experience.</li> <li>• Take the lead on the foyer experience adopting an active approach to welcome. Ensure the space is always safe and presentable and provides an excellent first impression.</li> </ul>
<p>Operational</p>	<ul style="list-style-type: none"> <li>• Attend and minute the weekly Delivery Meeting ensuring relevant information is distributed in a timely manner.</li> <li>• Liaise with internal teams including producers, events, technical and others; attending requested meetings where possible.</li> <li>• You will support, task and supervise venue staff ensuring resources are being utilised effectively across the building.</li> </ul>

	<ul style="list-style-type: none"> <li>• Through your line management, support the development of the Duty Managers &amp; Venue Team, encouraging them to proactively take the lead in their roles and gain new skills.</li> <li>• Support on delivering an outstanding Venue Host training programme for all BAC Staff that work in public facing roles.</li> <li>• Support on delivering bi-annual training days for all shift-based staff that covers the necessities of their role alongside policy and procedures held by BAC.</li> <li>• Effectively scrutinise show notes and event plans sent by internal teams ensuring activity is viable.</li> <li>• You will produce shift plans and briefings that can be delivered seamlessly by any team member on shift.</li> <li>• You will understand, in full and with the ability to train others, the procedures for safe audience/guest management.</li> <li>• Take responsibility for ensuring income is secured at the end of the evening, including being proficient with the business' EPOS system.</li> <li>• Monitor the daily distribution of house reports which include all activity reports, ensuring they are being shared with the internal team at the end of each day.</li> </ul>
<p>Access and Inclusion</p>	<ul style="list-style-type: none"> <li>• Work with the venue management team to demonstrate best practice in accessibility at all times.</li> <li>• Attend training courses as required and support the delivery of in-house training for the shift-based staff.</li> </ul>

Health & Safety

- Support with the administration, training on, and development of emergency procedures. Take on evacuation lead responsibility as required.
- Lead day-to-day building operations in the safest way, ensuring that BAC meets its legal H&S obligations.
- Hold responsibility for filling Accident & Near Miss reports and acting as a primary First Aider for the building.
- Lead on ensuring all First Aid boxes are regularly checked and low stock is replenished documenting monthly.
- Ensure that BAC's licensing regulations (Entertainment and Liquor) are correctly observed, and that Fire Safety and Health and Safety legislation is adhered to. This will involve liaising with the appropriate internal teams, members of staff and visitors as and when required.
- In lieu of a senior staff member, be the designated Incident Co-ordinator in the event of a serious Incident at BAC.

## Person Specification

When we shortlist, we use these criteria to select the best matched candidates.

<b>Criteria</b>	<b>Description</b>
<b>Knowledge:</b> the understanding of a subject or information that a candidate has	<b>Essential:</b> Strong knowledge of front of house and back of house operations within an arts organisation. Knowledgeable about the visitor journey and how to improve and develop it. An understanding of the role of a Duty Manager within an arts organisation. Good knowledge of health & safety legislation; <b>Desirable:</b> An understanding of the project working model; Knowledge of EPOS systems;
<b>Experience:</b> the practical application of the knowledge that a candidate has acquired through working or living	<b>Essential:</b> Practical experience working as a Duty Manager in a theatre, performance, or events space; Demonstrable experience in managing, leading and motivating customer facing teams and individuals to deliver a first-class operation; Practical experience of applying health and safety knowledge in a customer facing environment and ensuring standards are met and maintained;

	<p>Ability to deliver outstanding customer service as part of a holistic approach to audience experience;  Able to demonstrate strong computer literacy skills, specifically with MS Office.</p> <p><b>Desirable:</b></p> <p>Working as an operational lead in an arts organisation;  Working in the charity sector;  Working on site-specific events or with non-traditional performance spaces;  Working with a computerised Box Office system, specifically Spektrix;  Knowledge or experience of procurement process; Experience in scheduling staff through a rota system.  Confident offering pastoral care;</p>
<p><b>Skills:</b>  the specific abilities that a candidate has acquired through practice or training</p>	<p><b>Essential:</b></p> <p>A welcoming and friendly approach;  Excellent communication and interpersonal skills;  A people centred approach to problem solving;  Strong efficiency and organisation and the ability to prioritise, seek solutions and make decisions independently;  Accuracy and attention to detail;  Positive and flexible;  An ability to build strong and warm relationships with colleagues;</p>

	<p>Willingness to work regular non-traditional hours including weekends and evenings;</p> <p>Ability to work collaboratively in a management role;</p> <p>Ability to lead by example, to motivate and get the best out of a team;</p> <p>Time management skills and the ability to balance workload in busy and quiet periods;</p> <p><b>Desirable:</b></p> <p>First Aid trained;</p> <p>Fire Marshall trained;</p> <p>Excellent office and administrative skills including Microsoft 365.</p>
<p><b>Values:</b> the behaviours a candidate should be able to demonstrate</p>	<p><b>Essential:</b></p> <p>A commitment to Battersea Arts Centre's purpose and values.</p> <p><b>Desirable:</b></p> <p>Willingness to take part in professional development opportunities.</p> <p>An understanding of the social model for access.</p>

## Terms & Conditions

**Salary:** £31,640 gross per annum

**Hours:** 35 hours per week, excluding a daily one-hour lunch break.

This role will work 5 days across the 7-day week; regular opening hours are 10am-9pm Monday - Saturday. We offer flexible working where possible.

Regular evening and weekend work will be required. All staff at Battersea Arts Centre are expected to attend performances and events, and be a part of the artistic life of the organisation.

**Overtime:** No overtime payments; we operate a Time Off in Lieu (TOIL) system, to be taken within two weeks of accrual.

**Annual Leave:** 4 weeks per year, pro rata (5 weeks following one full year of service)

**Probation period:** 6 months, with a 3-month review

**Notice period:** 2 months

**Contract Period:** Permanent

### Workplace

**Pension Scheme:** BAC's pension scheme is provided by NEST

**Staff Benefits** Complimentary tickets for performances at BAC (subject to availability and staff ticket policy)

Cycle to Work Scheme

Discount in the BAC cafe (subject to discount policy)

5 Development Days, pro rata