

# Spike Island

## VISITOR SERVICES SUPERVISOR

### JOB DESCRIPTION

#### Key objectives:

- To directly coordinate and supervise the effective and efficient running of Spike Island's reception, galleries and front of house function.
- To ensure the highest possible standards of visitor experience, customer service, customer care and presentation within reception, the galleries and other public areas.

#### Responsible to:

- Operations and Services Manager

The Visitor Services Supervisor is responsible for the:

- Front of House team, comprising Front of House Assistants and Visitor Assistants

#### Key outputs:

##### Strategy & Management

- Recruit and line manage Front of House Assistants and Visitor Assistants.
- Contribute to achieving equality of opportunity and diversity among Spike Island's front of house teams.

##### Compliance & Policy

- Support the Operations Supervisor to carry out all regular building checks.
- Develop, administer and review policies and procedures which form the basis to recruit and support the front of house teams, reflecting on Spike Island's values.
- Operate in accordance with the organisation's employment, health and safety and equal opportunities policy, and all other legal requirements, organisational practices, policies and procedures.

##### Key Duties

- Ensure supervision of the gallery during opening hours, and oversee all elements of the visitor experience in conjunction with operations and communications team.
- Ensure the safety and security of visitors, tenants and staff, by implementing health and safety policy and action plan, administering first aid as appropriate, and managing accident reporting.



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



Spike Island Artspace Limited  
Registered charity no. 1003505  
Registered in England  
and Wales no. 2624621  
VAT no. 650 5760 40

- Coordinate the rota and supervise the Front of House Assistants and Visitor Assistants, ensuring sufficient cover as required for all exhibitions, events and operational activities.
- Actively support, develop and empower the Front of House Assistants and Visitor Assistants, ensuring they are able to carry out their duties efficiently and effectively.
- Organise and deliver induction and training sessions for the front of house teams, including supporting in the preparation of risk assessments and procedures for each exhibition, and coordinating and contributing to artist/curator-led introductions to each new exhibition.
- Regularly monitor and evaluate front of house systems, policies and procedures, implementing improvements with the support of the Operations Manager as necessary.
- Work with the senior management team in developing new voluntary opportunities as and when required.
- Support and grow the organisation's income streams by encouraging donations against set targets with the support of the Development Manager and Deputy Director.
- Coordinate obtaining visitor feedback via visitor surveys and unofficial anecdotal methods in order to meet funding requirements, and to constantly improve our offer to all visitors.
- In coordination with the programme team and Communications Manager, process Shop purchases, including postage and packaging logistics.
- Deliver work within budget and agreed targets.
- Oversee the hire of meeting rooms at Spike Island, in coordination with other members of the Front of House Assistant team.
- Support management of front of house systems such as access control, Wordpress etc.
- Support the Operations Team with the management of Emmeline (Spike Island cafe), including liaising on cafe events and staffing.

#### **Other**

- Carry out any other duties commensurate with the job role.
- Advocate for the organisation and the contemporary visual arts sector