

# Spike Island

## PERSON SPECIFICATION: VISITOR SERVICES SUPERVISOR

Assessment Methods:  
App = Application form  
Int = Interview  
Task = Task

| Attributes:  | Essential: | Desirable: | Assessment Method:<br>App/Int/Task |
|--|------------|------------|------------------------------------|
| <b>Qualifications:</b>   |            |            |                                    |
| A recognised qualification in occupational health and safety (i.e. IOSH or NEBOSH)   |            | X          | App                                |
| Customer service training  |            | X          | App                                |
| First Aid training   |            | X          | App                                |
| Fire Marshal training  |            | X          | App                                |
| <b>Knowledge:</b>  |            |            |                                    |
| Knowledge of current health and safety and risk management, including fire and emergency procedures                                | X          |            | App/Int                            |
| Knowledge of employment practices  |            | X          | App                                |
| <b>Experience:</b>   |            |            |                                    |
| Two years' experience of in hospitality or front of house management in a cultural or public building, and leading a team of staff | X          |            | App                                |
| Experience of effective budget management  | X          |            | App                                |
| Experience of providing outstanding customer service   | X          |            | App                                |
| Experience of managing and developing a diverse team of staff effectively  | X          |            | App/Int                            |
| Supporting staff training provision and professional development   | X          |            | App                                |

|   |   |   |         |
|---|---|---|---------|
| Experience of working in a contemporary arts organisation, and with artists                                     |   | X | App     |
| Experience of developing written policies and procedures  |   | X | App     |
| Experience of working in a multi-faceted community building   |   | X | App     |
| <b>Skills and attributes:</b>   |   |   |         |
| An excellent communicator   | X |   | Int     |
| Good written communication skills   | X |   | App     |
| Strong management skills  | X |   | App/Int |
| A tenacious approach  | X |   | Int     |
| Ability to work under pressure  | X |   | Int     |
| Ability to work out of hours and at weekends, and to act as the primary staff emergency contact and key holder. | X |   | App/Int |
| Commitment to working in a fast moving environment alongside a motivated team                                   | X |   | Int     |
| Computer literate in use of Microsoft Office and Windows  | X |   | App     |
| General interest in and enthusiasm for the arts   |   | X | Int     |
| CRM skills (Donorfy)  |   | X | App     |
| Experience of Shopify   |   | X | App     |
| <b>Circumstances:</b>   |   |   |         |
| Living with an easily commutable distance from Bristol, or a willingness to relocate.                           | X |   | App/Int |
| A willingness to work flexibly, including evenings and weekend where necessary to meet the demands of the job.  | X |   | App/Int |

## **Terms and Conditions of Appointment:**

|                              |  |
|------------------------------|--|
| <b>Job description:</b>      | The job description is a guide to the targets that the Visitor Services Supervisor is expected to achieve. They may be changed from time to time by agreement to meet changing circumstances.  |
| <b>Term:</b>                 | This post is offered on permanent contract.  |
| <b>Normal hours of work:</b> | <p>Normal hours of work are 21 hours per week based on-site at Spike Island. Two days within the Spike Island office and one day on reception.</p> <p>This role will involve working occasional evenings and weekends according to the needs of the organisation, for which time off in lieu will be provided by agreement with the line manager.</p> <p>You will be entitled to an unpaid lunch break of one hour each day.</p> <p>Spike Island operates a flexible working policy, with working hours to be agreed on appointment.</p> |
| <b>Salary:</b>               | £27,500 per annum (FTE)<br>[ £16,500 pro rata ]  |
| <b>Pension:</b>              | On completion of three month's service, you would be eligible for auto enrolment in to Spike Island's workplace pension scheme.  |
| <b>Annual leave:</b>         | In addition to bank/public holidays, employees are entitled to 25 days annual leave on full pay (pro rata).  |
| <b>Probationary period:</b>  | This post is subject to a probationary period of three months. There will be a staff review at three months and again at six months. This period can be extended but by no more than 6 weeks in any circumstances.   |
| <b>Notice period:</b>        | Upon completion of the probationary period, employment is subject to a two-month notice period.  |
| <b>Benefits:</b>             | <p>Spike Island offers access to the following schemes:</p> <ul style="list-style-type: none"><li>• Cyclescheme</li></ul>  |



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**ARTS COUNCIL  
ENGLAND**



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

- Access to Employee Assistance Programme
  - Free membership to Spike Island Associates
  - Staff discount in Emmeline café
- All such benefits apply during the course of your employment only.



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