



# NEWLYN ART GALLERY & THE EXCHANGE

## JOB OUTLINE: VISITOR EXPERIENCE MANAGER

Job Title	VISITOR EXPERIENCE MANAGER
Salary	£23,550.34-£28,120.36 (Band 6) Pro Rata
Employment term	Temporary, part time (6 months sabbatical cover)
Days / hrs of work	30 hours / 4 days per week, across Monday to Friday
Line Manager	Director

## PURPOSE OF THE VISITOR EXPERIENCE MANAGER INTERIM COVER :

The Visitor Experience Manager will provide a safe pair of hands for the front of house services of Newlyn Art Gallery & The Exchange. They will be responsible for the customer-facing areas of our operations and the staff and volunteers that support them, to ensure that every visitor to Newlyn Art Gallery & The Exchange has an engaging and positive experience. They will work closely with the Programme Team to help create a range of engagement strategies and events, so we are looking for applicants who are organised and practical, as well as being creative thinkers and doers.

They will also manage the trading arms of the organisation, working closely with the finance team to ensure targets are met, merchandise is being ordered and till systems kept up to date.

They will be a people-person with great organisational skills, able to manage a diverse team of people, including a large pool of volunteers, and a varied workload. They will have a positive and can-do attitude.

## TO SUMMARISE, THE JOB OF VISITOR EXPERIENCE MANAGER INVOLVES:

- Daily Duty Manager tasks, including opening up, tills and cash-handling responsibilities, ensuring exhibitions and displays are prepared, and day-to-day health & safety matters
- Supporting and co-ordinating the volunteer team
- Managing the front of house offer and customer services
- Budgetary responsibilities for shops, cafés and art selling space
- Line management responsibilities for Café Manager and Visitor Experience Officer (Newlyn Art Gallery)

## WE ARE LOOKING FOR SOMEONE WHO:

- Is people-focused and enjoys working in a practical and hands-on way (E)
- Has excellent attention to detail and great organisational skills (E)
- Has good communication skills (E)
- Has good administrative skills and a working knowledge of Microsoft Office (E)
- Is able to work independently, with support where required. (E)
- Is able to inspire and motivate a team of people (E)
- Has previous management experience in a visitor services environment (D)
- Has previous retail experience (D)
- Has a positive attitude to the work of Newlyn Art Gallery & The Exchange and is enthusiastic about the ability of the arts to inspire, delight and bring about positive change. (D)
- Has experience managing a team of volunteers (D)
- Has retail experience (D)
- Has a passion for contemporary art (D)

E – Essential - *We expect all applicants to demonstrate these to make it to the interview shortlist*

D – Desirable - *Demonstrating these would significantly strengthen your application*

To apply for this job, please complete the attached application form.

Good luck with your application.



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