**The Albany**

**Douglas Way**

**Deptford**

**SE8 4AG**

[www.thealbany.org.uk](http://www.thealbany.org.uk)

**Visitor Services Supervisor**

**Job title** **Visitor Services Supervisor (Reception – 30hrs)**

**Responsible to** Visitor Services Manager

**Key relationships** Duty Managers, Event Assistants, Operations team, Marketing team

**Salary** £22,984 per annum, pro-rata (equivalent to £17,238)

*London Living Wage*

**Contract** Permanent

**Hours** 30 hours per week; intended as 9am to 3pm, Monday to Friday

Additional casual shifts available as overtime by arrangement

**Benefits** 25 holiday days per annum (pro-rata), stakeholder pension scheme, complimentary tickets to Albany performances, Albany CaffA discount, access to interest free bike (Cycle2Work scheme) or season ticket loans, training and development opportunities

**Closing date** 18 July 2022, noon

**Interview date** 02 August 2022, at the Albany

**Start date** 30 August 2022

**How to apply**

Applications must be submitted via the online platform by 18 July 2022 at noon.

The Albany believes in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contact: Ceri Payne, 020 8692 0231 ext.206, vacancies@thealbany.org.uk

For more information about the Albany please visit our website: [www.thealbany.org.uk](http://www.thealbany.org.uk).

**About the Albany**

Based in the heart of Deptford, the Albany is a performing arts centre that exists to inspire, develop and support creativity in South East London. With year-round activities and events including award-winning programmes for young creatives and adults over 60, music, theatre, spoken word and family performance, the Albany is led by the talent and imagination of its local community.

With four performance spaces and a range of rehearsal space, meeting rooms and offices for community and creative businesses, the Albany is underpinned by a commitment to collaboration and artistic excellence.

The Albany has 22 resident organisations based in the building, and manages and programmes Deptford Lounge and Canada Water Theatre on behalf of Lewisham and Southwark Councils. It is co-lead of the national Future Arts Centres network and lead partner of the Family Arts Campaign. In September 2020, the Albany was appointed Lead Delivery Partner for the Mayor of London’s Borough of Culture 2022 in Lewisham.

**Our Hiring Policy**

The Albany aims to encourage a culture where people can be themselves and be valued for their strengths and we want our team to represent the same diversity of audiences and artists we welcome into our venues every day.

We are keen to hear from a diverse range of candidates from all backgrounds drawing on different perspectives, experience and knowledge. We particularly want to encourage people who have lived experience of the Black and ethnically diverse communities we serve. The Albany will offer an interview to anyone who identifies as a D/deaf or disabled person who meets the essential criteria.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be with supporting staff to balance their work and their personal lives.

Some of our roles ask staff members to work at evenings or weekends, for example attending events or meetings. If this is a challenge for you, please do not be put off from applying for the role. We are keen to have a conversation to find practical solutions to meet candidates’ own situations whilst meeting the needs of the organisation.

We welcome feedback about how you found your recruitment journey with us at vacancies@thealbany.org.uk.

**Job Description**

**Purpose of the post**

As a key member of the Visitor Services team, you will be the first point of contact for the Albany’s broad range of visitors, providing outstanding customer care to all.

You will supervise the Albany Reception function: delivering an informative, efficient and welcoming service, anticipating access needs and supporting all building users.

You will lead on the team’s Artifax administration: coordinating the daily room bookings, driving resident communication and supporting the Hires team with incoming enquiries and processing payments for invoices.

Extensive Artifax training will be provided throughout the induction period for this role at the end of which the post-holder will be expected to train others and mange systems and processes independently.

This is an excellent opportunity for someone with a background in administration and/or front-line customer services to apply their skills to this new role within a community venue of national significance.

**Main Objectives**

* Provide informed and outstanding customer care every time to every individual
* Supervise and take ownership of the Albany Reception function
* Act as Artifax Champion for the Visitor Services team
* Promote the use of all the Albany’s facilities, maximising sales opportunities
* Set and attain sector-leading service levels and procedures across the Visitor Services team
* Maintain precision and clarity in the Reception systems and processes

**Key Responsibilities**

* **Communication:** Build and develop close relationships with our resident companies and staff team byresponding to incoming enquiries, key management, compiling regular updates, newsletters and building updates.
* Coordinate cleaning services, deliveries and the wider aims of our residents’ businesses in parallel to the Albany’s. Anticipate and respond to potentially difficult conversations to resolve any conflict or miscommunication before it reaches a complaint
* **Room Bookings:** Be the Visitor Services Artifax Champion by checking availability, amending and completing simple room bookings.
* Generate, progress and close out payments for invoices. screen incoming enquiries to rapidly and efficiently pass viable bookings to the Hires team. Provide support and training to colleagues on the Artifax room booking system
* **Administrative Support:** direct phone calls and emails to shared inboxes efficiently and confidently, take a lead in developing systems for excellent customer service across the Visitor Services team, assist the HR and admin team with external communications and recruitment

**Work within the Visitor Services Team to:**

* Welcome visitors in an informative and courteous manner, logging and referring relevant comments or complaints to colleagues as appropriate
* Distribute, action and log email, telephone and in-person enquiries
* Confidently lead on Reception emergency procedures, e.g. evacuation, incidents
* Be the knowledge on all Albany facilities and sites, forthcoming events, promotions and internal updates
* Operate Spektrix to sell tickets by telephone, email, online and in person
* Ensure strict adherence to Data Protection and financial procedures
* Upsell promotions and cross-sell events as applicable
* Actively promote group sales and manage bookings, including invoicing
* Research new audiences in collaboration with the marketing team
* Provide training on systems to colleagues and supervise trainees as required
* Ensure the Box Office, Foyer and communal areas are well-presented and fully stocked with relevant promotional material and accurate information for visitors
* Manage maintenance and IT fault reports and liaise appropriately with colleagues
* Be aware of building security and report any unusual behaviour immediately
* Be accountable for all monies banked on shift and ensuring the secure storage of all valuables in the Reception area

**Other Duties**

* Assist with general administration, data collection and research as required
* Assist the Duty Management team with day-to-day building operations as required
* Attend meetings and training as directed
* Keep up to date with key software developments, usage and special projects
* Lead by example, exemplifying the values of the organisation and good practice
* Uphold the Albany’s objectives at all times, including contributing to the delivery of business contracts, organisational mentoring, venue management and contract delivery at satellite sites
* Ensure the intentions and requirements of the Albany’s Health & Safety, Environmental Sustainability, Equality & Diversity and Safeguarding policies are applied
* Contribute to the Albany’s sustainability strategy, ensuring the efficient use of resources and energy, limiting wastage, monitoring and reducing consumption across all areas of work
* Undertake any other work reasonably required by a manager

*This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.*

**Person Specification**

**Essential**

* Relevant experience in a diverse customer-focused environment
* Exceptional customer service and communication skills
* Well organised and systematic, able to manage your time and tasks effectively
* Experience with calendar/bookings software (e.g. Artifax)
* Confident computer skills, particularly Outlook and Word
* Ability to multi-task, prioritise and work well under pressure
* Excellent Maths and English skills with great attention to detail, following precise financial process
* Strong initiative and ability to solve problems independently
* Punctual and reliable
* A flexible approach, with a willingness to learn about all aspects of the Albany’s work
* Commitment to Equality, Diversity and Inclusion

**Desirable**

* Experience with event ticketing software (particularly working knowledge of Spektrix)
* Experience in managing complex customer expectations
* Advanced customer service skills, including conflict management
* Cash handling experience