



# Visitor Services Supervisor Reception Recruitment Pack June 2022

**Responsible to:** Visitor Services Manager

**Responsible for:** Duty Managers, Event Assistants, Operations team,  
Marketing team

**Key Contacts:** Business Development Team, Catering, Creative, Finance,  
site operational and Production teams across the Albany, Deptford Lounge  
and Canada Water Theatre

**Contract:** Permanent

**Hours:** 30 hours per week; intended as 9am to 3pm, Monday to Friday.  
Additional casual shifts available as overtime by arrangement

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

**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



# The Albany Values

## **1. Open and welcoming**

We foster an inclusive space, both physically and culturally, where anyone can feel welcome and heard.

## **2. A home for ideas, creativity and action**

Everyone has the potential to be creative. We believe that creativity can make real change for individuals and on urgent issues around social justice and the climate crisis.

## **3. A connector of people**

We put our communities at the heart of any process. We share our knowledge to shape change and create something better for everyone.

## **4. Responsive and flexible**

We're co-operative, willing to listen and adjust our approach according to the task in hand. We love seeing amorphous ideas become reality.

## **5. Committed to representing the extraordinary creativity and diversity of Deptford and Lewisham**

We are deeply rooted in Lewisham and South East London. We advocate for its residents, representing the diversity of our borough and the voices of Black and Global Majority people

## **6. Adventurous and ambitious**

We believe that a sense of adventure is essential to achieving our vision. While we are rigorous in our approach and celebrate our successes we're not afraid to try something new.

# How to Apply

**Applications must be submitted via the online platform by 12 Noon, 18 July**

**Interview date 2/3 August 2022, at the Albany**

**Start date 30 August 2022**

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

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,  
The Albany, Douglas Way Deptford, SE8 4AG  
T 020 8692 0231 ext.206; E [vacancies@thealbany.org.uk](mailto:vacancies@thealbany.org.uk)

## **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](mailto:vacancies@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 a year-round programme of events including music, theatre, spoken word and family performance, the Albany directly shapes activity to the needs of the local community and invites new ways to get involved with arts and culture. With four performance spaces and a range of rehearsal space, meeting rooms and offices for community and creative businesses the arts centre also delivers award-winning programmes for young creatives and adults over 60 at risk of isolation.

Working closely with a number of partners, the Albany is driven by a commitment to collaboration with the community and artistic excellence in order to expand the ways in which people engage with creativity as part of their daily lives. Last year, 80,732 people attended performances or took part in projects at the Albany, and a further 100,239 attended community events.

The Albany is a registered charity and social enterprise, with over half our budget coming from earned income activity (hires, food and beverage, ticketing, etc.). The Albany has 26 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.





## 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 manage 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 by responding 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, IT, 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 (what we're looking for from you)

### Essential criteria

Please demonstrate your experience with the essential criteria in your personal statement. We welcome applicants who can demonstrate experience of the following in a wide variety of ways, including with non-traditional work experience.

- 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

We're looking forward to hearing from you.