

EDINBURGH SCIENCE

Job Description

JOB IDENTIFICATION

Job title: Visitor Experience Manager

Responsible to: Project Manager

Last Update: May 2022

JOB PURPOSE



We are looking for Visitor Experience Managers to support the running of Dreamachine, presented by Collective Act in partnership with Edinburgh Science and Edinburgh International Festival. Dreamachine is a new immersive experience, as part of UNBOXED: Creativity in the UK.

UNBOXED: Creativity in the UK will take place across England, Northern Ireland, Scotland and Wales. It will deliver a programme of ground-breaking new commissions with the ambition of providing unforgettable experiences and reaching millions, bringing people together and promoting creativity across the UK. Ten creative projects have been selected following an extensive R&D programme and rigorous assessment process to form UNBOXED's commissioned programme.

Led by Chief Creative Officer, Martin Green CBE, a new organisation, UNBOXED 2022 Ltd, has been established in Birmingham to curate, manage and promote the festival; working with strategic delivery bodies within each nation to devise, deliver and commission the programme. This investment comes at a time of need for sectors impacted by the global pandemic and will support the creation of work and jobs.

KEY RESULT AREAS

The Visitor Experience Managers will be responsible for running the venue and managing the audience experience, including box office and audience safety.

You will have significant experience of managing in a Front of House context and will be passionate about delivering a first-class audience experience. You'll be able to maintain a view on the bigger picture, with excellent problem-solving and critical thinking skills. You'll have excellent interpersonal skills and be confident in managing audiences in a fast-moving live environment.

MAIN TASKS

- Management of the venue, including key-holder responsibilities and ensuring smooth and safe running;
- Being an informed member of the team, keeping abreast of project information and disseminating information to staff and visitors;
- Management and motivation of the venue staff, planning and delivering daily staff briefings and cultivating a welcoming and inclusive environment for staff and visitors;
- Nurture a collaborative and proactive culture across the staff team to create a seamless visitor experience;
- Act as a champion for the experience, establishing a relaxed and safe environment that allows everyone to have the best and fullest experience possible;
- Provide general information to visitors about the project and the building facilities;
- Assist in rota organisation and develop the knowledge/skills of staff;
- Management of all Front of House processes, to include box office and ticketing and walk-up queues, ensuring the audience journey is smooth and on schedule;
- Ensure all site staff are attaining the required levels of time-keeping, attitude and behaviour; report any issues to your line manager and take appropriate action where agree;
- Responding appropriately to visitor enquiries, including visitor complaints;
- Management of Health & Safety, security and evacuation procedures, ensuring all activity is carried out in line with policies and to a high standard; act as a project first aider and fire warden;
- Leading the coordination of emergency procedures and incident responses, to include evacuation and medical incidents; undertaking Fire Warden duties;
- Acting as First Aider if required;

- Raise any incidents relating to visitor experience and space maintenance as they arise, following agreed procedures for their resolution;
- Collate, write and submit daily show and incident reports;
- Helping to maintain a positive, flexible and collaborative working culture;
- Operating in accordance with company practices, policies and procedures including diversity and inclusion, safeguarding, employment, health and safety and equal opportunities;
- Other duties as required.

COMMUNICATIONS AND RELATIONSHIPS

Internal:

- Dreamachine event staff – Box Office, Front of House, Guardians, Production, Technical, Venue Management
- Edinburgh Science project managers

External:

- Public visitors
- Stakeholders and supporters
- Event partners – Collective Act and Edinburgh International Festival
- Security, first aid and cleaning teams

KNOWLEDGE AND EXPERIENCE, QUALIFICATIONS, TRAINING AND SKILLS

Essential:

- A demonstrable commitment to delivering excellent visitor care - this can draw from experience from a range of sectors including arts, education, health, retail, hospitality, leisure or office environments
- Demonstrable experience in public-facing operations - this can draw from experience from a range of sectors including education, health, retail, hospitality, leisure or office environments
- Some supervisory, coaching and/or training experience

- Excellent, positive and friendly interpersonal and communication skills, and the ability to adapt approach according to differing needs, enabling good working relationships with those in your team and across the experience
- Some experience of following complaint handling procedures
- Experience of identifying risks and taking appropriate action. Knowledge of relevant Health and Safety procedures
- Knowledge of different access requirements and how to assist visitors
- Demonstrable experience in taking the initiative, and the ability to pre-empt and support any visitor needs
- Strong collaborative skills with an ability to foster good working relationships in a small team and with a range of colleagues and stakeholders
- A commitment to, and understanding of, the principles of inclusion and diversity and how to apply them to your daily work

Desirable:

- Experience of managing Box Office processes;
- Experience of duty management in a public venue;
- Interest in participatory art projects and experience of helping to facilitate complex public activities;
- First aid qualification

OTHER CONDITIONS

Training:

This role includes training. All staff will also be required to attend site specific training and rehearsals in Edinburgh 8-11 August 2022.

Disclosure Scotland:

We aim to provide a safe environment for all our visitors, and Collective Act uses Safer Recruitment processes. As this role will require you to work closely with members of the public, including vulnerable adults, you would be required to join the PVG scheme and subject to a criminal check through Disclosure Scotland. This is in line with our Safeguarding Policy and is a key requirement of this role.

Medical Questionnaire:

Candidates will also be required to complete a medical questionnaire to ensure they can safely work within the Dreamachine.

Edinburgh Science is committed to ensuring that:

- We are an exemplar organisation in the way we embrace environmental sustainability. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day-to-day activities and adhere to Edinburgh's policies on sustainability, waste, resource usage and carbon reduction.
- We uphold the principles of equality, fairness and diversity. We are committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We value diversity in our practice. We encourage applications from all backgrounds and do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.
- We all work within a safe environment and adhere to good standards of health & safety.
- All information is protected and managed appropriately.

KEY DATES, LOCATION AND SALARY**Dates:**

- **Monday 8 - Thursday 11 August 2022.** Paid training and rehearsal days in Edinburgh.
- **Friday 12 August – Sunday 25 September 2022.** Shift work with an average of 30 hours per week to include some weekend and evening work.

Event Venue Location:

Murrayfield Ice Rink, Riversdale Crescent, Edinburgh, EH12 5XN.

Salary: £14 per hour