



JOB DESCRIPTION

Role / Title: Visitor Experience Administration Officer

Reports to: Visitor Experience Operations Manager

Overall Purpose of the Role

- Provide proactive administrative support to the Visitor Experience team with an emphasis on providing hands-on support to the Front of House Managers and VE Operations Manager.
- Providing some basic PA support for the Visitor Experience senior managers.
- Be a team player within the Administration team, covering other administrative tasks in times of absence or at peak times when workload needs to be distributed.
- Be the efficient, approachable, positive, solution-focused and knowledgeable point of contact for the department, handling external and internal enquiries.
- Have a can-do, hands-on attitude to the broad range of administrative tasks required to the smooth running of visitor services.

Key Accountabilities

- Provide a high-quality service to all departments as well as external organisations and our visitors.
- To cover for the VE Scheduling and Payroll Coordinator as required, being able to create and update rotas for all VE teams, to issue forms and ensure their return / processing (e.g., leavers or absence) and prepare the payroll for processing (training provided in time).
- Diary management and basic PA support for the Visitor Experience senior managers, such as organising team meetings.
- To assist the Duty Managers with their shift planning. This can include gathering and organising emails and notices relevant for that particular shift, the staff rota for the day with any staff absence notes, the performance and event schedule for that day, capacity information pulled from our CRM and ticketing software and more.
- Manage the efficient processing of invoices and expenses claims, liaising with the Finance department as appropriate.
- Creating and presenting reports and evaluations as required.

- Acting as the VE representative for allocating staff tickets.
- Managing incoming and outgoing mail/email distribution and communications.
- Department credit card reconciliation and records management.
- Be responsible for updating signage across FOH spaces as required, being proactive to replace signage that looks worn or misplaced without being asked.
- Assist in creating new procedures and protocols to support and improve the day-to-day activity of the VE teams.
- Managing photocopier, stationery and other routine office supplies.
- Liaising with Facilities as required for the smooth running of the department.
- Operate and maintain effective e-filing systems for staff and process records, ensuring records are up-to-date and stored securely and confidentially through the relevant electronic systems.
- Manage daily enquiries for the department and compose and type routine letters, emails and documents as required.
- Attend the weekly events planning meetings and update the VE reports with relevant information for the management team.
- Receiving and checking departmental deliveries such as house programmes and ice creams
- File and distribute nightly programmes to relevant in-house departments and to the Legal Deposit Library, ensuring correct cast changes are recorded.
- Produce a monthly report on the use of taxis by staff, for recharging to relevant departments.
- Minute meetings as required.
- To work closely with Front of House Volunteers Coordinator and assist them as required in providing administration for the VE volunteers operation.
- Assist with the administration of recruitment, induction and training, in liaison with the Human Resources department, VE Administration team and Senior Managers within the Visitor Experience Department. This will include planning schedules, inviting candidates to interview and assessment centres, providing practical support on interview days, new starter paperwork etc. Also assessing candidates as required, subject to training being provided.
- Allocate uniforms and lockers and other items as required to the Visitor Experience team; maintain records of such to ensure adequate supply.
- To be flexible in your work patterns and comfortable being present in Front of House spaces as required in order to support operational needs.
- Support the development and implementation of the Visitor Experience staff scheduling and record management processes, including but not limited to rotas, payroll, annual leave requests, absence forms, sign in/out records etc.
- To keep all Visitor Experience Intranet pages up to date.
- Undertake research and lead on appropriate projects as required.
- Undertake any other administrative duties as required by the department.

- Actively promote the value of diversity in all work; uphold the RBO values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

PERSON SPECIFICATION

Minimum Skills, Knowledge & Experience

- An individual with high level of initiative with the ability to work unsupervised.
- Significant experience of office administration within a busy environment.
- A high level of accuracy and attention to detail, especially regarding data and spreadsheets
- A good understanding of the scheduling and rostering needs of a busy department.
- An understanding of the needs, priorities and working practices of a Theatre or Front of House operation (an advantage)
- Excellent customer service skills, with the ability to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people.
- Strong communication skills and a high standard of written and verbal English.
- Strong organisational and time management skills, with the ability to prioritise and meet deadlines.
- The ability to work calmly and accurately under pressure.
- Very strong Microsoft Office skills (Word, Excel, Outlook, SharePoint, PowerPoint).
- Ability to quickly learn and adapt to changing schedules and priorities.
- Discretion and confidentiality at all times as you will have access to sensitive information files. Strict compliance with GDPR at all times.
- The ability to build relationships effectively with a wide range of people and at all levels in the organisation.
- Tact and diplomacy when dealing with customer / staff issues or complaints.
- Ability to focus when working in a multi-operational busy office environment.

Desired Skills, Knowledge and Experience

- Knowledge of and interest in the arts.
- Experience working front of house in a theatre or arts organisation.
- Experience of recruitment administration.

