

The Roald Dahl Museum and Story Centre welcomes thousands of people through our doors every year to experience the wonder and magic of Roald Dahl's stories. To make sure we keep giving the warmest possible welcome, our Visitor Operations Officers play a key role – as one of several designated Duty Officers – in running the daily visitor operation including keeping our galleries in tip-top shape. Duty Officers set the standard for our Visitor Experience front of house team, so that all our visitors have the safest and most enjoyable time with us as possible. This is a fixed-term position up until 5 September 2025.

What you'll be doing

As one of two Visitor Operations Officers (VOOs), your working day is based on being part of the Duty Officer (DO) group roster. The DO on any given day is the person in charge of site operation - retail, facilities and visitor experience - on that day. During your probationary period we will provide you with training before asking you to take on any supervisory role. Once training is completed you will be asked to take charge of the site on rostered days as part of the DO group.

There are eight nominated staff roles which make up the Duty Officer group: Director, Retail & Visitor Experience Officer, Visitor Experience Officer, Learning Manager, Learning Officers x 2, and Visitor Operations Officers x 2. You might find yourself working with any of these as a deputy during your training period or in peak holiday weeks.

However, you will have a designated line manager – the Visitor Experience Officer – who is responsible for your professional development, objective setting, and overall performance. Maintaining our excellent level of visitor experience is key to this role, and you will be leading by example. Similarly, you will assist with the retail and catering offer.

The Duty Officer's responsibilities are included at the end of this document. However, following probation and training, you can expect your tasks to include:

- Unlocking and locking the Museum site;
- Ensuring that the Museum site is well presented at the start of and during the day;
- Supervising and supporting Museum Assistant front of house staff to reflect on and improve their customer service at all opportunities, including their 'ask' to encourage Gift Aid take up by visitors;
- Filling in front of house rota roles ad hoc during a day of operation as we get busier with visitors;
- Answering the phones to take ticket bookings and returning phone messages;
- Understanding the DigiTickets ticketing system and being able to trouble-shoot problems;
- Making sure that you know what activities or events are taking place on a given day, so you can inform all colleagues as necessary;
- Swiftly assessing any complaint received by Museum staff and handling or escalating as necessary;
- Compiling the Duty Officer's daily report noting any arising issues throughout the day;

We're a small and collaborative team, so you'll also perform other tasks that aren't listed in this role profile. Your duties will also naturally evolve over time. This profile therefore aims to give you a good understanding of the key parts of the role rather than be an exhaustive list of duties.

- Any specific stock management or merchandising tasks in the shop including mail order, shop and window displays and processing incoming stock;
- Responding to a First Aid incident if you are the nearest trained First Aider;
- Managing a site evacuation or lockdown in the event of e.g. a fire alert;
- Cashing up and balancing tills at the end of the day, reporting discrepancies in the Duty Officer report and to the Finance team.

This job will suit you if...

- You like helping people and get a kick out of providing great customer service. You are patient, level headed and cool under pressure;
- You're a team player, and you understand when to offer support to colleagues but also when to ask for help;
- You communicate clearly and proactively – you share information as a default. You enjoy interacting with a variety of people and you understand the value of listening;
- You pay attention to the details. As far as you are concerned, anything worth doing is worth doing right, every single time. You stay focused and nothing falls through the cracks on your watch;
- You think on your feet. You like learning new things and you can learn quickly. When things change, you know how to change yourself and adapt;
- You are motivated and driven. You volunteer for new challenges without waiting to be asked. You're going to take ownership of the time you spend with us and truly make a difference;
- You have some flexibility about your working hours and are available during school holidays.

The experience you'll need

To get this role you'll need some experience of helping other people solve problems. It doesn't have to be traditional customer service experience – internships, volunteering and side projects all count. We are looking for someone with the right attitude: confident, considered, collaborative, committed to quality.

Where could your career go next?

We love helping people to grow their careers, whether that's within the Museum, or giving you the skills to take to another organisation if that's right for you. Within the Museum you may have the opportunity to develop any aspect of your role further – Retail, Visitor Experience, or Facilities – or take a sideways secondment into a project role, or perhaps take a step up into a senior Officer or Manager position as the staff group evolves. This is a fixed term role, but – while we cannot guarantee it – things do change, and other opportunities may open up at the Museum.

Other things you'll want to know

- This role reports into the Museum's Visitor Experience Officer.
- You'll work an average of 15 hours per week (2 full days), Fridays and one weekend day. We are looking to employ someone who can work more frequently during school holiday periods, including on weekdays.
- When you work extra hours beyond your core hours up to 5 full days in a 7-day week you will be paid your standard hourly rate (which will not exceed 7.5 hours per day unless by

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clear written agreement with the Museum). Beyond this you can take leave in lieu, as agreed with your manager.

- You'll be able to take a minimum of 11.5 days' paid holiday per year, in addition to an allowance for UK bank holidays, pro rata to your hours worked (full-time holiday allowance is 28 days plus bank holidays). Your pro rata paid leave allowance will rise if you work more than your core hours. Ideally you will take annual leave outside of school holiday periods but in exceptional circumstances requests will be considered.
- The core salary for this role is £9,864 per year as of February 2024 (this is based on a full-time salary £24,331, pro rata to two days' per week).
- There is a 3-month probationary period after you join us. During your probationary period we'll give you the relevant training and direction you'll need to perform your role effectively. The probationary period is also the opportunity for you and the Museum to make sure that you're the right fit for the role.
- After successful completion of your probationary period, the Museum will make a contribution of 6% of your salary into an agreed pension scheme, you will contribute 2% unless you opt out.
- A summary of our current organisational structure is included at the end of this document, so you can understand how your role fits into the overall operation of the Museum.

Working as a Duty Officer: what our Duty Officers do

Whenever the Museum is open to the public we have at least one trained Duty Officer on the premises. We rotate the Duty Officer responsibilities amongst selected members of the team and we'll provide you with training before asking you to take on the role.

Key holding:

- Unlocking the Museum at the start of the day and locking up at the end of it, and turning off/setting our alarm systems as you enter and leave;

Health and Safety, Emergency procedures:

- Applying your knowledge of health and safety and emergency procedures (for example First Aid, Safeguarding and Fire and Evacuation);
- Proactively checking issues related to health and safety and emergency preparedness at the start of each day (for example, site cleanliness and tidiness, trip hazards etc.);

Setting standards and responding to feedback:

- Set a high standard of visitor experience by role-modelling great behaviour to visitors and the team, constantly helping the team to improve through micro-coaching;
- Responding constructively to any complaints and using your judgement to escalate complaints to the management team or the Director;
- Making sure that all of the Museum team are aware of appropriate complaint response procedures at the start of each day;

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- Reporting any operational issues to the Duty Officer group at the end of the day (or sooner if severity demands), along with recommendations for how to resolve the issues;

Supervising the team:

- Checking in advance of your Duty Officer shift that we are adequately staffed for the day;
- Making sure all the Museum team members are briefed for the day ahead, including key points such as: the Museum programme; who to contact if they have a query; and any health and safety issues/considerations;
- Supervising the work of the Museum Assistant front of house team, and personally providing cover to the team (both rostered and ad-hoc) as necessary;
- Regularly patrolling the Museum site and addressing any issues that you find, making sure the site is safe and tidy;

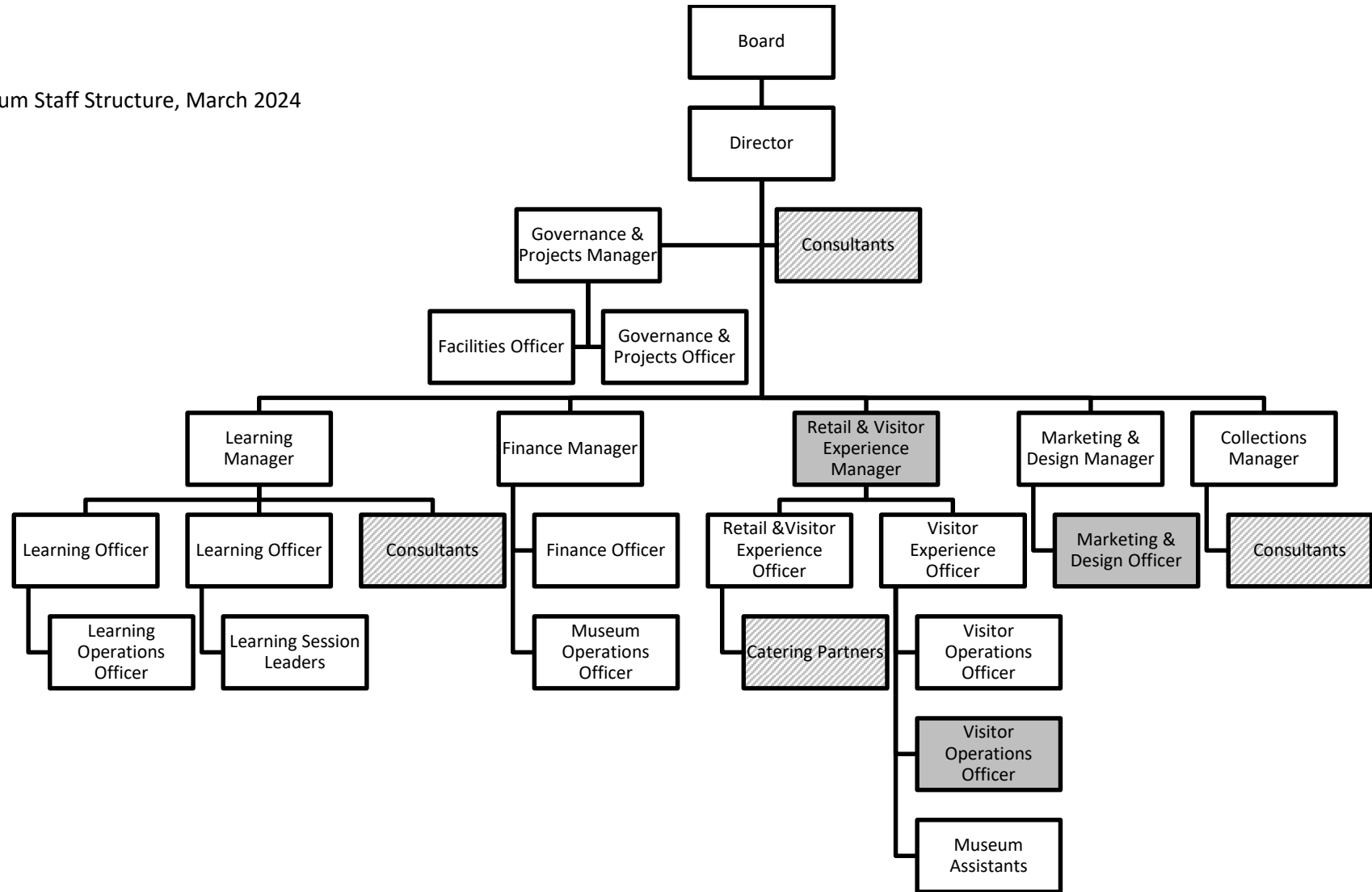
Sales and cash handling:

- Making sure that the ticket desk, phone line and shop are all well stocked and presented, and all sales equipment is prepared (e.g. making sure there are spare ticket rolls at the start of every day);
- Taking responsibility for ticket sales and cashing up in line with Museum financial procedure.

**Role profile:
Visitor Operations Officer**

Version 1.2 , March 2024

Museum Staff Structure, March 2024



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