

Kent County Council

Job Description: *Visitor Services Duty Manager*

Directorate:	Growth, Environment and Transport
Unit/Section:	Kent Country Parks
Grade:	KSD
Responsible to:	Visitor Services and Events Manager

Purpose of the Job:

To provide an enjoyable experience for all visitors to the parks, ensuring the smooth running of all visitor services functions. To provide day to day duty manager cover to ensure that excellent standards of customer service are maintained and responses to issues or problems are provided in a calm and professional manner.

Main duties and responsibilities:

- Duty manage the site-based visitor services, catering and warden teams as needed ensuring that customer service is consistently excellent, and that visitor services delivery is effective and meets customer expectations.
- Support the delivery of an annual events programme ensuring excellent customer experience.
- Provide a first class, professional venue hire, birthday party and team building service for all customers ensuring that their needs are understood and delivered on the day and that all booking and delivery processes are consistently met and agreed.
- Duty manage the site in-house catering facility ensuring that customer service is excellent, and that catering and food hygiene systems are working effectively. At extremely busy times, there may be a requirement to step in and assist with delivery.
- Provide an emergency point of contact for other country park sites and staff and assist in resolving issues raised.
- Deal with any building maintenance issues required, including reporting issues to the relevant parties, managing contractors on site and supervising in-house cleaner/caretakers. Ensure that maintenance issues that are not resolved are escalated.
- Manage the site gift shop in line with the Country Parks' retail policy. Manage stock levels and deliveries.
- Supervise the Visitor Service & Events Assistant, ensuring efficiency and excellent customer service. Some cover on the front desk for staff breaks will be required. Some cover on the front desk for staff breaks will be required.
- Collect, report and act upon customer feedback to improve services for the future.
- Be responsible for the accurate accounting of all income generated on site, including its banking and ensure that all financial controls are adhered to including those for

payments for invoices, purchase card transactions, management of stock and where applicable petty cash.

- Develop and maintain strong relationships with the local community and take a role in developing new volunteer opportunities to support the visitor services delivery at the site.
- Prepare relevant visitor information that provides the required level of communication and enhances the visitor experience, ensuring that all information is up to-date and produced in accordance with agreed branding and equal opportunities guidelines.
- Ensure that all customer communication uses the most appropriate methods as directed. This includes social media.
- To undertake such other appropriate duties as may be required by or on behalf of the Head of Department, including contributing to wider service related issue through attending meetings, workshops etc.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Visitor Services Duty Manager

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
Qualifications	<ul style="list-style-type: none"> • Educated to A Level or above (or equivalent) • Holds, or is willing to train for, first aid certification
Experience	<ul style="list-style-type: none"> • Experience of working in a similar role in a leisure-focused and public-facing environment • Experience in supervising staff • Experience of event delivery • Experience of corporate financial management such as banking, invoice payments or payroll.
Skills and Abilities	<ul style="list-style-type: none"> • Excellent customer service skills and proven delivery of these in a public setting • Excellent communication skills - able to produce effective written material for public information as well as speak confidently • Excellent "people" skills - able to get on well with and enthuse people from a wide variety of backgrounds • Well organised and able to manage competing demands and activities at once • Ability to handle cash accurately and account for cash/credit card sales. • Excellent computing skills, particularly in use of Microsoft Office, web based communication systems and social media
Knowledge	<ul style="list-style-type: none"> • Awareness of environmental, countryside, leisure and recreational issues • Awareness of Country Parks and their use by the public • Awareness of marketing tools and how to use these to best effect.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p>

	<p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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