

Assistant Visitor Welcome Manager

Job Description

Purpose

Providing a proactive and customer-focused approach, our Assistant Visitor Welcome Manager roles support the delivery of outstanding visitor experiences. This role is pivotal in ensuring that every visitor receives a warm and professional welcome, while also contributing to the smooth day-to-day running of front-of-house operations. Working closely with the Head of Visitor Welcome and Admissions and wider team, you will help lead and motivate staff, uphold high standards of service, and support the implementation of initiatives that enhance visitor engagement and satisfaction.

This is a part time role working 3 days over 7 per week. The current 3 week rotation is:

- Week 1: Sunday, Monday, Tuesday
- Week 2: Monday, Tuesday, Wednesday
- Week 3: Monday, Tuesday, Saturday

Whilst weekday flexibility may be possible, the weekend cover is fixed.

Core Responsibilities

- Lead and support team members to ensure smooth and effective daily operations across visitor services.
- Coordinate staff rotas and leave requests, adapting to the evolving needs of the organisation to maintain appropriate staffing levels.
- Provide line management, including regular performance conversations, wellbeing support, and adherence to absence management procedures.
- Act as Duty Manager for daily visitor operations, ensuring a welcoming and safe environment for all.
- Take responsibility for the overall visitor experience, site safety, and garden security, including serving as the senior staff member on site during rotational weekend cover.
- Respond to accidents and incidents with professionalism, liaising with emergency services when needed, and ensuring accurate reporting and escalation.
- Promote a culture of safety by ensuring compliance with health and safety policies, coordinating opening and closing procedures, and maintaining daily operational checks.
- Oversee financial procedures including daily cash reconciliation, banking, and reporting, ensuring accuracy and compliance with relevant protocols.
- Serve as a keyholder, ensuring the security of all gates and visitor buildings.

- Collaborate with internal teams and external partners to support visitor operations, including events and seasonal activities such as *Christmas at the Botanic*.
- Address visitor feedback and complaints constructively, ensuring a positive resolution and continuous improvement.
- Deliver and support team training, including inductions, ongoing development, and regular operational updates.
- Undertake other duties as required to support the wider team and organisational goals.
- Manage the online and walk up booking system for Palm House entry (opening summer 2026)

Person Specification

Essential Skills

- Brings a positive, solutions-focused mindset and a flexible approach to challenges.
- Proven experience in managing large teams and complex venues, balancing multiple priorities with confidence.
- Able to work independently, using initiative to meet deadlines and respond to changing demands.
- Comfortable working in high-pressure, front-line environments, maintaining composure and supporting team wellbeing and motivation.
- Strong organisational, communication, and administrative skills, with attention to detail.
- Actively listens and responds constructively to visitor feedback, concerns, and complaints.
- Builds and maintains collaborative relationships across teams and departments.
- Understands visitor needs and external factors such as market trends and benchmarking and can adapt services accordingly.
- Experience in developing and refining operational procedures, including health, safety, and security protocols.
- Committed to delivering high-quality, inclusive service experiences for all visitors.

Desirable Skills

- Familiarity with admissions systems and processes, with an understanding of how they contribute to a smooth and welcoming visitor journey.
- Experience in monitoring and supporting operational budgets, with a focus on efficiency and resourcefulness.
- Demonstrated ability to develop and grow travel trade partnerships, enhancing reach and accessibility for diverse audiences.