

CHAPTER

HEAD OF VISITOR SERVICES

Job description

Contract:	Permanent (subject to a three-month probationary period)
Responsible to:	Director of Finance and Resources
Responsible for:	Front of House Duty Managers and Volunteers
Department:	Front of House
Level:	Senior Management Team
Salary:	£39,000 per annum
Hours:	Full time (40-hour contract, including a one hour paid lunch break) Job share possibilities can also be explored.
Location:	Candidates will be based in the office at Chapter in Cardiff. We offer a hybrid model which means that, when possible, you can also work from home.

PURPOSE OF ROLE

As our Head of Visitor Services, you'll be at the forefront of developing our visitor services experience, inspiring your team to exceed audience and visitor expectations. You'll do this by ensuring the consistent and exceptional quality of our visitor service offer.

You'll also be responsible for leading the development and implementation of our busy hires programme. This is a key area of our business and contributes financially and creatively to our organisation. Our rooms provide safe and welcoming spaces for a blend of charitable, arts and commercial organisations and you'll lead on relationships with everyone who uses the building through this offer.



Rosa-Johan Uddoh: Ye Olde Group Chat, 2023

Image by Simon Ayre

ABOUT CHAPTER

Chapter is an international centre for contemporary arts and culture, rooted in the heart of Cardiff, Wales. Established by artists in 1971 to celebrate experimentation and radical thought, we've been a catalyst for creativity and critical thinking ever since.

We commission and present thought-provoking exhibitions, films, performances and multi-disciplinary events by established and emerging contemporary artists who expand our worldview and challenge the status quo. Embracing multiple and diverse perspectives, risk-taking and experimentation, our programme encourages conversations that cross boundaries and disciplines.

The artists we work with actively engage with the critical questions and issues that shape our present and we foster dialogue between audiences and artists through a public programme that provides opportunities to connect through our histories, the way we live now and how we might imagine new futures.

Artists and audiences are at the heart of everything we do and, alongside our public arts programme in our gallery, theatres and cinemas, we're also creative home to 53 artists' and organisations who are based in our studios, offer spaces for an array of weekly and monthly classes, and operate a busy café bar that's a great place to meet and work. Our role as a community hub is as important to us as our world-class programme.

We believe in equitable access to culture and that art has the power to connect us all in dialogue around diverse experiences and shared aspirations – supporting health and wellbeing and contributing to a more curious and cohesive society.

AREAS OF RESPONSIBILITY AND KEY TASKS

Visitor Experience & Front of House Standards

- Lead the team to deliver the highest standards of visitor care, comfort, safety and security, through effective visitor service systems, protocols (including the main information desk) and building presentation.
- Oversee delivery of access services (eg accessible ticketing, front-of-house access requirements, and on-the-day support) to ensure Chapter is welcoming, accessible and inclusive for all visitors.
- Work collaboratively with other managers and frontline staff to ensure visitors are welcomed by friendly, knowledgeable staff, and receive a consistent, seamless service.
- Oversee quality and consistent use of event management and box office systems (eg Artifax and Ticketsolve) across the Front of House team to ensure systems are correctly used and data quality is maintained, and collaborate with other departments to continually improve how these systems are used.

Duty Management & Team Leadership

- Manage and oversee training of the Front of House (FOH) Duty Management Team to ensure we can operate safely and efficiently.
- Support the team to cover as a Duty Manager when required.
- Working on a rota basis, be part of the out-of-hours 'on-call' team responsible for attending the building in an emergency.

Safeguarding

- Manage safeguarding strategy, policies and procedures, and act as Chapter's Designated Safeguarding Lead (DSL), providing organisational leadership on safeguarding matters.
- Lead safeguarding referrals and liaise with relevant statutory agencies where appropriate.
- Work closely with the Deputy Designated Safeguarding Lead(s) to ensure appropriate safeguarding cover across the organisation.
- Ensure safeguarding practices are followed across all stakeholder groups, including volunteers and community programme users, in line with Chapter's Safeguarding Policy.

Volunteers

- Coordinate our Volunteer Ushers to ensure that our public programme is effectively staffed and that all volunteers are supported to deliver their roles in a professional manner.

Hires & Hospitality

- Oversee the booking of all space hires and liaise with the café bar staff to ensure they are equipped with the necessary information to fulfil hospitality needs. Monitor standards of hospitality and work with the kitchen to develop our hospitality offer.
- Manage the hires and hospitality budget, ensuring that our financial targets are met or exceeded.
- Proactively identify new and/or repeat hirers to expand both the offer at Chapter (eg through classes, workshops, training) and income generation.
- Be the key point of contact for our hire groups and community users.
- Liaise closely with programme team to ensure the smooth running of live events held in our public spaces, ensuring these are effectively staffed and delivered.

Community Programmes

- Oversee the efficient management of our Community Larder, free food offers and other community programmes across the building.

Health, Safety & Compliance

- Work with the Facilities and Compliance Manager to ensure work environment is compliant with all applicable laws and regulations.
- Manage the venues cleaning contract.
- Support and manage compliance with Martyn's Law (Protect Duty) requirements and premises licence conditions, including emergency procedures, evacuation, and public safety systems.
- Ensure Front of House staff and volunteers handle personal data belonging to visitors, members and other stakeholders in line with Chapter's Data Protection Policy.

Operations, Reporting & Management

- Lead on the weekly Operations meeting.
- Make regular reports to senior management about department milestones, progress and challenges.
- Act as a key liaison across departments during operational disruptions affecting visitor-facing services, ensuring clear communication to staff and the public.

Miscellaneous

- Be familiar with all relevant health and safety, operational, personnel, customer care, equal opportunities, data protection and financial policies and procedures, ensuring that all statutory obligations are complied with.
- All employees of Chapter have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Chapter to meet its own legal duties and to report any hazardous situations or defective equipment.
- Some evening and weekend work will be required.

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post-holder) subject to the needs of the organisation, and in keeping with the general profile of the post.

OUR IDEAL CANDIDATE

Our ideal candidate is ambitious, meticulous and dynamic with demonstrable experience of working in a similar role in an arts centre, institution or other public-facing environment. You'll be open, curious about art in all its forms, and enjoy working in a busy and exciting environment.

You'll be incredibly organised and will have excellent communication skills, good attention to detail, exceptional negotiation skills and the ability to handle sensitive situations with diplomacy. You'll be adaptable and able to work to tight and often changing deadlines, remaining calm and focused under pressure. You'll thrive in a team but will also be able to work on your own initiative when required.

Our venue is for everyone, and we welcome applications from everyone. We particularly encourage those from people from a Black, Asian and Minority Ethnic background or who are D/deaf or disabled as they are currently under-represented in our workforce.

PERSON SPECIFICATION

As Head of Visitor Services for Chapter, you'll need to demonstrate the following competencies. We're aware that you may not have all the desired skills and experience and we'll provide support and training for areas where you may need to grow into the role.

Essential

- Demonstrable experience of working in a demanding frontline environment.
- Demonstrable experience of front of house management in an arts/theatre environment with all the associated duties this involves eg visitor service, fire security, etc.
- Experience of, or a sound understanding of, safeguarding legislation and best practice relating to children, young people and adults at risk.
- Proven computer literacy with knowledge of MS Office suite.
- Exceptional organisational skills and ability to work on own initiative.
- Ability to work under pressure and handle conflicting demands.
- Proven experience managing a diverse team on varying contracts
- Good knowledge of HR processes
- Exceptional communication skills and the ability to develop relationships with a range of colleagues, stakeholders and audiences.
- Experience of managing budgets and/or delivering work against financial targets.
- Good working knowledge of accessibility in venues and the Equality Act 2010
- Knowledge of health and safety, security and licensing legislation.

Desirable

- First Aid Qualification.
- Previous experience as a Designated Safeguarding Lead or Deputy Designated Safeguarding Lead.
- Knowledge of Ticketsolve, Artifax and Rotaready software.
- Experience of preparing Risk Assessments
- Ability to communicate in Welsh.



The Writer's Circle at Experimentica, 2024

Image by Kirsten McTernan

ABOUT THE BENEFITS

Chapter is a flexible and friendly employer, offering hybrid working and flexible hours. Staff benefits include:

- 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions
- A contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company
- 20% off food and drink in the café bar
- Enhanced Maternity and Adoption Pay, after a year's service
- Welsh at Work scheme
- Two free cinema tickets a month
- Discount on cinema and theatre tickets
- Access to an Employee Assist Programme
- Complimentary tea/coffee in our office space
- Complimentary lunch when working in the building
- Support for continuous development
- Eye Care for DSE
- Secure bike racks
- Staff parking
- Staff socials