



TAMAR BRIDGE & TORPOINT FERRY PERSON SPECIFICATION

JOB TITLE: Visitor Experience Manager

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED (see key below)
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Significant and relevant experience of working in the museum or heritage sector • Experience of developing and delivering learning packages across a broad range of subjects. • Project management experience. • A sound knowledge of community engagement principles and practice. • Knowledge of Microsoft systems including Outlook, Word and Powerpoint, social media and web based communication. • Knowledge of relevant legislative requirements relating to the role. • Good customer service experience in a customer focused organization. • Experience of managing a budget and income generation. • Experience of managing a team. • Experience of writing implementing and evaluation of policies and procedures. • Prioritising workload and budget to deadlines to meet service demands • Demonstrable knowledge of relevant legislative and/or government policies e.g. National Curriculum or working with vulnerable people 	<ul style="list-style-type: none"> • A good understanding of the latest innovations in community participation including relevant external agendas. • Knowledge of local networks to support the development of community engagement. 	Application form and interview

	<ul style="list-style-type: none"> • Experience of planning and implementing public programmes at a heritage attraction • Strategic/long term service delivery planning • Evaluation of heritage projects • Volunteer management • Staff management of teams and professional staff and contractors, including performance management • Experience of increasing levels of income through grants and fund raising • Demonstrable experience of partnership working 		
SKILLS	<ul style="list-style-type: none"> • Excellent literacy, presentation, facilitation and communication skills for a wide range of audiences. • Team working and motivation skills. • Good organization and planning skills. • Innovation, creativity and problem-solving skills. • Highly developed interpersonal and communication skills for promoting the Bridging the Tamar Centre/Tamar Crossings at activities and events, representing the organisation on regional working groups, and developing partnerships and business relationships with external organisations. • Negotiating and partnership building skills and ability to build relationships across 		

	<p>teams to support the development and direction of the Centre</p> <ul style="list-style-type: none"> • Highly developed customer care skills • Financial and commercial awareness with strong analytical skills and a creative approach to problem solving • Ability to cope with work related pressure through meeting deadlines, identifying priorities, interpreting national and regional policies and managing conflicting demands • Ability to promote positively The Tamar Crossings' strategic aims and objectives. • Excellent negotiation, influencing and advocacy skills to deal with sensitive scenarios, incidents or other media events 		
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Relevant degree appropriate to the role (e.g. education, engineering, heritage) or equivalent professional experience within the sector. 	<ul style="list-style-type: none"> • Post graduate qualification in museum, heritage or interpretation studies, gallery education or equivalent • Membership or working towards membership of a professional body for example Association of Heritage Interpretation 	Proof from certificates or in respect of experience, interview and application.
PHYSICAL REQUIREMENTS	There will be a requirement to deliver tours outdoors in variable weather conditions and working at height.		Occupational Health pre-employment check
OTHER RELEVANT (JOB SPECIFIC)	Able to fulfil the travel requirements of the role.		Application form, interview

POINTS	Some limited weekend, evening and Bank Holidays working will be required. Enhanced DBS check required.		and certification.
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A=Application **T**=Test **I** = Interview **P**=Proof (certificates etc.)