



Job Title:	Duty Manager	Position Type	Full time
<p><b>Job Description</b></p> <p>Responsible to: Head of Visitor Experience, Visitor Experience Manager</p> <p>Responsible for: the day to day running and front-line supervision of Game of Thrones Studio Tour on the ground and fulfilling the Daily Duty Manager role on a rotational basis.</p>			
<p>In collaboration with Warner Media, Linen Mill Studios have developed the world’s only licensed Game of Thrones Studio Tour at their Banbridge studios where a significant proportion of the globally renowned series was filmed.</p> <p>Through a superlative interactive experience, this brand new world-class attraction will immerse guests in the fantasy and intrigue surrounding the series. An unparalleled presentation of original sets, costumes and artefacts, together with insights into the skills applied in creating Game of Thrones, will deliver an exceptional experience and understanding of the quality of production in what remains one of the most watched tv series of all.</p> <p>Our team will play a pivotal role in ensuring that Game of Thrones Studio Tour is internationally recognised as a must-see attraction, by placing the guest experience foremost in their actions and by making an important contribution to our mission, vision and values.</p> <p>This is an outstanding opportunity to join a committed and enthusiastic team with responsibility for delivering a project that celebrates and protects the artistic heritage of this landmark series.</p> <p>We welcome people who are professional, will join us in working flexibly, being cheerful and ensuring our guests are enchanted by the tour and safe within its environment.</p>			
<hr/> <p><b>ROLE SUMMARY:</b></p> <p>You will lead the day-to-day operations aspect of the studio tour including customer service, team motivation, managing the guest flow, maintaining high levels of health and safety awareness, and supporting the systems and procedures required to run all aspects of the tour.</p>			

**ACCOUNTABILITIES:**

***DUTY MANAGEMENT AND PRODUCT DELIVERY***

- Have a comprehensive knowledge and understanding of Game of Thrones Studio Tour and the wider site with a knowledge of the day-to-day operation of each department, confident in their function and daily procedures;
- Be prepared for the daily briefing in advance including preparation of daily brief sheets, making sure any last-minute operational changes or events outside standard operation procedures are known about so the team on the ground are ready for the day ahead. For later starts, make sure there is a secondary briefing before their shift so they receive the same level of information;
- When on site, be highly visible and be the first point of contact for the departmental managers and teams when issues and or complaints arise and to offer guidance and support for staff across all departments as well as visitors. At periods of peak visitation this should be a greater proportion of your day;
- Support departmental heads to ensure that the site(s), studio tour and visitor facilities are maintained to highest possible standard and where issues arise ensure these are reported. Follow up issues to make sure they have been resolved and where necessary let the staff know of issues that are long term that may impact on the visitor experience journey;
- To have regular contact with the Front of House Management, including Retail, Catering, Facilities, Security, keeping them informed of any issues that arise and when in doubt contact them for advice and support;
- Be First Aid trained, supporting the delivery of the First Aid provision when situations arise. This will include completing the appropriate paperwork (including near misses) and passing it on to Facilities Manager for reporting and audit trail.

***DAILY MANAGEMENT OF STAFF AND SITE***

- Lead the daily team briefing before opening;
- In conjunction with departmental management on the day, make sure that all staff are wearing the correct uniform to the standard set out in the uniform policy, taking action if issues arise;
- Make sure that all parts of studio tour have been opened up and are operationally ready to receive visitors (including all AVs and interactives) as well as safe to enter and that there are no hazards that could affect the visitor and that all appropriate paperwork has been reviewed and signed off;
- Fault reporting and checking that issues have been fixed – following the reporting procedures and liaising with the facilities team and third-party suppliers as and when required;
- Manage lunch / break cover ensuring that the quality of the visitors' experience is not affected;
- At the end of the day, in conjunction with Security, make sure all aspects of the studio tour have been closed down and secured properly;
- Be mindful of staff welfare, ensuring that duty of care is met for all staff in conjunction with departmental management on the day;
- Submit the end of day Daily Debrief Report to Senior Management and all appropriate key personnel.

***VISITOR EXPERIENCE ADMINISTRATIVE SUPPORT***

- Support the Visitor Experience Manager with maintaining the departmental seasonal staff rota (including holiday and sick leave), by planning working positions of Studio Tour Guides up to a month in advance, allowing for short falls to be identified and positions filled;
- Out of season, assist the Visitor Experience Department in preparations for next season, including updating staffing and preparing for recruitment and training;
- Support the Visitor Experience Department in the coordination and delivery of ongoing training for staff, from customer service to product knowledge improvement and Studio tour content;
- Support the Visitor Experience Manager in regularly monitoring product delivery of all staff (including updating of staff training records), working on site observing tours, ensuring that content is correct and is to the highest standard;

***OTHER***

- Carry out any other related duties that may reasonably be expected from time to time
- You will be required to stand for up to 4 hours at a time, performing light lifting and working outdoors in all weather conditions
- We will be open 7 days a week throughout the year. This includes weekends, bank and public holidays. Opening times will vary from high season to low season however start times will be no earlier than 8am and finish times no later than 10pm. Duty Managers will work on a rotational basis through the week and year which will be provided in advance.

**Essential skills and experience**

- Practical experience of managing and motivating a front of house team in a fast-paced public facing environment.
- Experience of achieving challenging KPI targets for a customer service / front of house team
- Excellent verbal and written communication skills, with attention to detail and a professional standard of personal presentation
- Ability to build positive working relationships within and outside the department by establishing rapport and credibility with staff.
- Experience of working with and managing rosters
- Experience of working with a broad range of customers including children, people from varied cultural backgrounds, people with disabilities and those with special educational needs
- Ability to prioritise and coordinate own and team's outputs
- A passion for the Visitor Attraction Industry, enthusiasm and drive to develop a world class visitor experience
- Enthusiasm for new skills, experiences and ability to be receptive to change
- Confident and comfortable with using computers and other technical equipment. The Studio Tour features many high-tech IT installations.
- Fluent in the English language
- Excellent time keeping skills
- Minimum GCSE English and Maths, Grade A-C

<b>Desirable skills and experience</b>			
<ul style="list-style-type: none"> <li>• At least 2 years previous, demonstrable experience, serving as a Duty Manager in a museum / visitor attraction.</li> <li>• Knowledge of and an interest in the Game of Thrones story</li> <li>• Conversant in language/s other than English, including BSL</li> <li>• Qualifications in subject areas which reflect vocational interest such as leisure &amp; tourism, hospitality or customer service</li> <li>• Any relevant qualifications such as First Aid in the workplace, a tour guiding qualification, Disability Awareness Training, JAM training etc</li> </ul>			
<b>Primary Liaison:</b>	<b>Direct Reports: Head of Visitor Experience, Visitor Experience Manager</b>		
<b>Reviewed By:</b>		<b>Date:</b>	September 29, 2021