

Role Title	Visitor Operations Coordinator
Team	Commercial & Visitor Services
Reports to	Head of Commercial & Visitor Services
Hours	1.0 FTE
Salary	£28,500

Application is by CV and covering letter to:
jobs@birminghambotanicalgardens.org.uk

The closing date for applications is **Monday 4th December 2023 at midday**. Interview dates are yet to be confirmed.

INTRODUCTION

Birmingham Botanical Gardens are seeking a highly organised, meticulous, and visitor-focused individual for a brand new commercial and operational role at The Gardens.

The position will be a key part of the Commercial & Visitor Services team, ensuring that our visitor operations run like clockwork.

The role will use a range of specialist software and Office 365 tools to plan and coordinate key aspects of our day-to-day visitor operations, alongside our Visitor Welcome & Retail Supervisor, while taking a lead on our organisational diary and the logistical planning for a programme of unique events here at the Gardens.

Displaying an aptitude for systems and processes, and an eye for detail, the role will build excellent relationships with our event partners, and internal teams across commercial, engagement; and operations to help to embed a welcoming, inclusive, and innovative culture at Birmingham Botanical Gardens.

ROLE PURPOSE

Operational & Duty Management

- Maintain a deep understanding of the botanical gardens' layout, features, technical info, and visitor behaviour to ensure that day-to-day activities are perfectly planned and organised; leading daily briefings when required.
- Departmental champion, content manager, and system administrator for our organisation's cloud-based diary system.
- Coordinate onsite contractors to ensure that the site is always clean and well-presented during opening hours and events.
- Responsible to planning the supporting infrastructure such as car parking is in place for day visitors and evening events; including managing key relationship with local partners to provide additional resource.

- A key member of the Duty Management team with regular responsibility for some weekend work, late openings, and the coordination of our duty management rota throughout the year.
- Work alongside our Marketing Manager and Visitor Welcome & Retail Supervisor to ensure that events are promoted on site.
- Regular working with the functions and hospitality team based at the gardens including regular meetings and logistical planning to ensure a seamless working relationship between our teams.

Commercial

- Logistical lead for events, large and small, in conjunction with freelance event producers, partners, with a focus on budget management, briefing across teams, and compliance.
- Work with our Head of Commercial & Visitor Services and Welcome Team for the to provide support for a new offer of group packages and experiences, commercial filming and photoshoots, and other commercial bookings.
- Act as the lead for commercial event hires across a range of indoor and outdoor spaces at The Gardens.
- Work with our finance and accounts team to ensure that all suppliers are paid on time, and that clients are invoiced for services.
- Maintain accurate and clear records of contracts, suppliers, expenses, and post-event evaluations for continuous improvement and management of budgets.
- Work with food & beverage suppliers to provide additional offers to our team.

Volunteers

- Work with our Head of Engagement and Head of Commercial & Visitor Services to recruit, train, schedule, and retain visitor experience volunteers associated with daytime visitor experience and evening events.

LINE MANAGEMENT RESPONSIBILITY

Supervision of volunteers and contractor teams, including security and cleaning.

WORKING CONDITIONS

Office environment, outdoor gardens, and outdoor set-up for events.

CONTINUED BELOW

PERSON SPECIFICATION

Area	Essential	Desirable
<p><u>Knowledge and Attributes</u></p>	<p>Demonstrate a knowledge and passion for visitor experience in a heritage and outdoors context.</p> <p>A high level of attention to detail.</p> <p>Works well in a fast-paced environment.</p> <p>Knowledge of health and safety legislation and devising safe systems of work.</p>	<p>Knowledge of Birmingham Botanical Garden's heritage and scientific significance.</p> <p>Awareness of Birmingham's heritage and cultural landscape.</p>
<p><u>Skills and Experience</u></p>	<p>Computer literate – knowledge of MS Office and MS Office 365 or similar.</p> <p>Experience of visitor operation and planning and procedures in a busy venue or visitor attraction.</p> <p>Previous experience of establishing and following systems and processes to manage activities and events in a cultural or commercial venue.</p> <p>Experience of event sales.</p> <p>Experience of event management.</p> <p>Experience of rotas & scheduling.</p> <p>Experience of working with volunteers.</p>	<p>Previous experience of planning outdoor events</p> <p>Previous use of databases.</p> <p>Personal license holder.</p> <p>IOSH trained.</p>