



COMMERCIAL VISITOR OPERATIONS MANAGER JOB DESCRIPTION

PURPOSE

Reporting to the Operations Director, this post will be responsible for the commercial and visitor operations management at Portsmouth Historic Quarter. The Commercial Visitor Operations Manager will work towards maximising visitor-based revenue and ensuring excellent visitor experiences through the day-to-day management of our front of house staff, our exhibitions and visitor activities and relationships with external concerns and outsourced facilities providers.

The Commercial Operations Manager manages the following staff:

- Visitor Operations Assistant
- Visitor Hosts
- Operations Assistant (Events Security and Compliance)

DUTIES

COMMERCIAL OPERATIONS

1. Work with the Operations Director to develop and deliver a commercial strategy to maximise revenue across retail, catering and PHQ ticketing.
Assist the Operations Director in developing the retail offer to include a wider range of products that are aligned with our visitor profile and differing parts of the PHQ visitor offer.
2. Assist the Operations Director in developing the retail offer to include a wider range of products that are aligned with our visitor profile and differing parts of the PHQ visitor offer.
3. Oversee the efficient and profitable running of PHQ's commercial visitor facing operations and those operated by external concerns.
Contribute to the development and delivery of the PHQ charter business, using our collection of operational historic vessels.
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VISITOR OPERATIONS

5. Responsibility for the day to day running of PHQ exhibitions and visitor activity, in Boathouse 4 and other PHQ areas.

Work with the Boathouse 4 Workshop Manager and the Volunteer Coordinator to make Boathouse 4 accessible to the public in a safe and engaging way that enriches the visitor experience.
6. Manage a team of Visitor Hosts to deliver excellent visitor engagement and to actively sell retail products and PHQ tickets including exhibitions, boat trips and boat charters.
7. Work with marketing, events and maritime operations colleagues to develop and deliver events showcasing PHQ, these include Pontoon Open Weekends, Southampton International Boat Show and other events on and off site.
8. With the Visitor Operations Assistant, manage a team of Visitor Welcome Volunteers, assist in their training and daily management, to ensure they are offering a warm welcome to visitors to both Boathouse 4 and the wider dockyard, proactively engaging with visitors and assisting in directing them around the site.
9. Working with the Visitor Operations Assistant, develop a programme of free activities for families during school holidays to help them to engage with the collections and stories of Boathouse 4, and other PHQ areas.
10. Be the daily contact for the outsourced facilities management activity (cleaning and hygienic waste) for the Historic Dockyard and Car Park site. Monitor the standards of cleaning and take action to improve if necessary.
- 11.

SECURITY & SITE LICENCE

12. Undergo Personal Licence training and become the Designated Premises Supervisor on the Premises Licence for the Historic Dockyard, which is held by PHQ.

Manage the Operations Assistant (Events Security and Compliance). Work with them to ensure adherence to licensing laws across the dockyard, including other stakeholders and partners on site.
13. Support the Operations Assistant (Events Security and Compliance) in their work by arranging security for any out of hours events across the site, managing the contract with the security provider and monitoring the standards of service they provide.
- 14.





BUDGETING & FINANCE

15. Produce and work within annual budgets, in liaison with the Operations Director.
16. Follow PHQ financial procedures for seeking quotes, producing purchase orders and the processing and authorisation of invoices.

HEALTH & SAFETY

17. Actively promote and support a positive and pro-active health and safety culture across PHQ, within Boathouse 4 and to direct reports, ensuring that health and safety training and compliance is reviewed on a regular basis.
18. Work in partnership with the Health & Safety Adviser on matters relating to visitor safety, ensuring processes are in place to proactively monitor the safety of Boathouse 4, our open spaces and PHQ buildings which are accessed by the visiting public.
19. Comply with Health and Safety Policy and any health and safety instructions relating to the role or working environment.
20. Take reasonable care of own health and safety and that of others (e.g. colleagues working for or on behalf of PHQ, tenants, customers, visiting members of the public), by observing safety rules and reporting health and safety risks and hazards.

GENERAL

21. The post-holder will require the flexibility to work hours outside of normal office hours due to the nature of the post. The standard working days for this role will be Tuesday to Saturday each week.

