



VISITOR OPERATIONS ASSISTANT JOB DESCRIPTION

PURPOSE

This role reports to the Head of Visitor Operations and provides assistance to that position. The post supports the delivery of operational activities that impact visitor experience and event delivery at Portsmouth Historic Dockyard and Priddy's Hard in Gosport. Duties will include but are not limited to the following:

DUTIES

VISITOR OPERATIONS

1. Assist the Head of Visitor Operations with the management of the visitor operation in Boathouse 4, tasks include:
 - Day to day supervision of and support for Visitor Hosts in performing their designated duties and providing excellent customer service, making Boathouse 4 a welcoming attraction in the Dockyard.
 - Ensure Front of House volunteers are supported in their daily tasks.
 - Coordinate rotas for the Visitor Hosts in liaison with the Head of Visitor Operations and provide cover for Visitor Hosts when needed.
2. Assist with the delivery of the daily operation, experiences and events within BH4.
3. Monitor merchandise sales and operate ordering and stock control.
4. Review and amend risk assessments and other safety related arrangements, in liaison with the Head of Visitor Operations and Health & Safety Adviser.

BOAT CHARTERS

5. Process bookings for the commercial hire of PHQ boats liaising with the Boat Team Assistant to ensure staff availability, prepare contracts, issue invoices and where required, take payments.
6. Liaise with the Boat Keeper on any special services required by hirers, e.g. scattering of ashes, catering etc. and arrangements for health and safety briefings.
7. Maintain the boat hire bookings calendar.
8. Arrange for Charter guests to be greeted and accompanied to the Pontoon.

EVENTS AND VENUE/LOCATION HIRE

9. Assist the Head of Visitor Operations and the Marketing & Events team with the management and coordination of events and hire activity including, but not limited to:
 - Ensure all correct paperwork and contracts with third parties are in place.



- Escort suppliers or event/hire partners through the Naval Base as required.
 - Liaise with Naval Base and private security contractor.
 - Provide hands-on assistance and coordination during events and hires where needed.
 - Liaise with cleaning contractors, caterers and the car park concerning impact of events and hires on operational requirements.
10. Coordinate and act as primary point of contact for pop up and private events hosted in PHQ's buildings and spaces.
 11. Manage the out of hours security for Victory Gate, liaising with the Security Administrator, ensuring that all events outside normal opening hours are easily accessible to visitors and that all security protocols are correctly adhered to.

GENERAL

12. Provide administrative support for the Head of Visitor Operations.
13. Act as Fire Warden or Duty Manager in Boathouse 4 during the working day if required.
14. The post-holder will be required to work flexibly. This may include undertaking other duties, if these are appropriate to the employee's skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be considered.

HEALTH & SAFETY

15. Actively promote and support a positive and pro-active health and safety culture within BH4 and across PHQ.
16. Deliver Evac-Chair training to colleagues and tenants in BH4, ensuring that records are maintained of training delivered.
17. Comply with the Health & Safety Policy and any health and safety instructions relating to the role or working environment.
18. Take reasonable care of own health and safety and that of others (e.g. PHQ colleagues, tenants, customers, visiting members of the public), by observing safety rules and reporting health and safety risks and hazards.

DATA PROTECTION

18. The post holder must comply with PHQ's current Data Protection & Information Security Policy and Privacy Notices when processing personal data in the course of employment; including personal data relating to any employee, volunteer, worker, contractor, supplier, customer or member of the public.

EQUALITY

19. The post holder is required to work within the Equality & Diversity Policy (and all other PHQ policies) and to take account of equality considerations within the remit of the role.