



Job Title: Deputy Manager

Reports to: General Manager

Hours of work: 40 per week

Salary: £33,162 per annum

Key Purpose of the role: To deputise for the General Manager, overseeing the daily operation of the sites and staff at all York Archaeology attractions. With responsibility for premises and staff line-management, the health, safety and well-being of staff and visitors, whilst ensuring the delivery of the highest possible standards in visitor satisfaction and driving commercial performance.

Key Duties and Responsibilities:

Premises Management

- Implement agreed management systems to ensure the effective daily operation of the Attractions to the highest standards of customer care.
- Respond effectively to any situation which may arise as laid out in the operational procedures. These include dealing with enquiries, lost children, first aid, evacuation, staff and visitor complaints, unruly visitors and theft.
- Ensure that all areas are suitably staffed at all times.
- Ensure that the retail areas are maintained to the highest standards, with correct levels of stock in place, advising of any deficiencies and maintaining close liaison with the Retail Team Leader. Ensure that Visitor Experience staff maximise sales at all times by effective merchandising, and proactive selling.

Key Duties and Responsibilities Continued:

- Ensure that all visitor areas are prepared on a daily basis as required, regularly checking all areas for safety and cleanliness, and that levels of consumables, standards of decoration and signage are all to the agreed standards.
- Carry out regular checks of the building to ensure that agreed standards are maintained.
- Liaise with external contractors and the York Archaeology Technical Team to ensure the efficient repair and maintenance of equipment and facilities. Supported by the Museum Supervisor.
- Ensure that the cleaning is carried out on a daily basis and the contractors are briefed of any issues on their contracted days. Ensure cleaning equipment is replenished and any issues or faults are efficiently reported to the General Manager . Supported by the Museum Supervisor.
- Act as a first aider to staff and visitors (training will be provided).
- Ensure the safety of staff and visitors at all times by adhering to health and safety regulations and appropriate codes of safe working practice laid down by the management.
- Interact with individuals, families, schools and other groups to the site providing information, direction, and appropriate educational knowledge, enabling them to enjoy and understand the facilities. Promote York Archaeology's policy of customer care, ensuring a courteous, efficient and helpful service to all visitors and to act as the public face of the York Archaeology sites.
- Ensure that the building is opened and closed at the designated times, and that the building is fully secure at all times. To act as key holder.



Key Duties and Responsibilities Continued:

- Liaise on a daily basis with the Reservations and Admissions Departments to ensure that accurate and up to date records are used and maintained
- Ensure that all till points are complete and correct at the beginning of each operational day, maintaining correct cash handling procedures and reporting any discrepancies to the Cashier Team Leader.
- Promote Gift Aid at every transaction, ensure that all Gift Aid information is obtained, and ensure that paperwork and records are kept. To pass all relevant information to the Finance Department.

Staff Management

- Line management of the Visitor Experience and Live Interpretation Teams. Generating rotas, managing holidays, sickness and absence. This includes delivering appraisals and regular 1-2-1s, recruitment, induction, training, spot checks, performance management and disciplinary action, as required.
- Monitoring day-to-day performance, conduct and appearance of the Visitor Experience, Live Interpretation and Volunteer Teams, ensuring that staff at the attractions proactively engage with the visitors.
- With the General Manager, to develop and implement a comprehensive induction and training programme for all new appointments to the Welcome Host and Live Interpretation Teams, and review these on an annual basis.



Key Duties and Responsibilities Continued:

- Manage daily staff rotas for Visitor Experience Team. Ensure that all areas are covered on a daily basis.
- Ensure that yours and the team's knowledge of events, offers, and information, is up to date at all times across all sites.
- To effectively manage the uniform and costume resources, regularly auditing the uniform and costume supplies and creating and implementing processes for uniform and costume allocation and maintenance. This includes identifying and replacing damaged items of costume and procuring new items, as well as quality assuring costume for both durability as well as historical accuracy, and the safety and well-being of costumed staff.
- To be the first point of contact for staff issues relating to uniform and costume standards.
- Complete payroll / holiday spreadsheet information on a weekly basis and ensure that all information is transferred to payroll in a timely manner.

Operational Responsibilities

- Be fully conversant with till operations. Ensure the highest standards of accurate and efficient cash handling and cash security procedures. Cash up according to procedures at the end of the working day and ensure that all revenue is transferred according to agreed procedures.
- Maintain knowledge of current promotional offers, monitoring and providing feedback as required.
- Ensure deliveries are dealt with in the proper way: count all stock and check against delivery note then store safely in appropriate areas. Take part in the stocktaking procedure as required.
- Check answer machines and ensure post is directed to the relevant personnel.
- Deal with any Health & Safety issue i.e. accident reporting, RIDDOR.
- Check workshop / school bookings and ensure staff are available on a daily basis.
- To help investigate any cash, invoice, or credit card discrepancies, as and when they occur.



Key Duties and Responsibilities Continued:

Other / Developmental Responsibilities

- To identify and develop new initiatives, activities, and events to improve the offer at the sites.
- To support other York Archaeology teams to deliver their objectives, including, but not limited, to the Interpretation and Learning Team, the Volunteering Team, the Events and Festivals Team and the Communication and Marketing Team.
- Participate fully in the training programme as specified.
- Hold any meetings as specified by senior management. Arrange, attend and lead any team meetings as necessary.
- To work with the General Manager to achieve targets set within the budget.
- Carry out any other duties of a similar nature as may be reasonably requested by the management across all sites.



Person specification:

	Essential	Desirable
Education	- Broad education with at least 5 x GCSEs or equivalent at 'C' or above, including Maths and English. - First Aid qualification or willingness to train for one.	- Qualifications in subject areas which reflect vocational interest e.g. leisure, tourism. - Full, clean UK drivers license
Knowledge & Experience	- Using different IT applications including Microsoft packages. - Management experience in a busy service-centric environment. - Cash handling and till experience - Experience of delivering operational health and safety in public places. - Proactive approach to engaging with the public - Working with, listening and responding to a wide-range of audience needs.	- Line management experience including managing performance, absence, training etc - Site management experience including key holding. - Supervising or involving volunteers. - Working for a visitor attraction, heritage site or other leisure venue.

Person specification:

	Essential	Desirable
Competencies (e.g. communication, interpersonal, teamwork)	• Ability to confidently interact with and engage with a wide range of people, individually and in groups, from different backgrounds and ages. • Ability to build a rapport with customers and make each visitor feel valued. • Ability to lead and motivate staff. • Ability to remain calm under pressure. • Self-discipline and motivation. • Ability to show initiative and deputise at short notice. • Problem solving ability. • Excellent verbal and written communication skills. • Demonstrable commitment to best practice in visitor experience and developing service-centric culture. • Understanding of visitor diversity and how it relates to the role. • The ability to provide day to day support of staff.	

Person specification:

	Essential	Desirable
Special Features (e.g. Travel Required)	• Must be able to work flexibly throughout the work and able to work weekends. • Physical fitness to meet the demands of the job (reacting quickly, cleaning, lifting and carrying etc).	

This Job Description is not contractual and does not define or limit the work which you are employed to do, and you may be required to do any work within your capacity which York Archaeology requires from time to time. York Archaeology may make changes to this Job Description, on either a temporary or permanent basis, at any time it is considered necessary.