

VISITOR EXPERIENCE MANAGER

The Grange Festival is an arts charity which presents a dynamic programme of opera, dance, and concerts each June and July, held on an unparalleled English country estate sixty miles southwest of London, and nine miles northeast of Winchester. Alongside the Festival we run a year-round programme of work in communities, in schools, and with emerging talent, engaging with our Hampshire communities as well as partnering with the wider education and performing arts sectors.

Seasonal from 26 May – 9 July 2025 – Please outline your availability for the full period of the contract.

£17.00/hour

MAIN PURPOSE OF THE JOB

Oversee the Visitor Experience Team during The Grange Festival's 2025 season. This role is crucial in ensuring that all guests have an exceptional and seamless experience, from arrival to departure. The Visitor Experience Manager will be responsible for leading, coordinating, and supporting the team of visitor-facing staff to provide an outstanding level of service and hospitality.

SHIFT DETAILS

The Visitor Experience Manager will oversee the shifts between 10:00 AM and 10:00 PM, with flexibility required to manage the following:

- Morning Shift: Site clean-up and set-up.
- Afternoon Shift: Welcoming guests, providing essential information, and ensuring smooth guest flow.
- Evening Shift: Overseeing guest movement to parking areas, grounds care, and guiding patrons to the theatre.

KEY RESPONSIBILITIES

- Team Leadership: Manage the day-to-day operations of the Visitor Experience Team, ensuring they are motivated, efficient, and aligned with the festival's mission to deliver an exceptional guest experience.
- Training & Development: Provide guidance, training, and support to team members on customer service expectations, health & safety protocols, and the festival's operations.
- Guest Relations: Act as the point of contact for all visitor-related queries, ensuring that any issues or concerns are resolved in a timely and professional manner.
- Operational Support: Oversee the morning site set-up, afternoon guest interactions, and evening event support, ensuring all duties are carried out smoothly and efficiently.
- Coordination: Work closely with other departments, including ticketing, catering, and production, to ensure seamless coordination and communication across the festival site.
- Health & Safety: Ensure the team adheres to health and safety regulations, maintaining a safe environment for both visitors and staff.
- Shift Management: Oversee and schedule shifts, ensuring adequate coverage at all times, and that all operational requirements are met throughout the festival period.
- Feedback & Reporting: Collect feedback from visitors and team members, providing insights and recommendations for improving the guest experience during the festival.

SKILLS & EXPERIENCE

- Leadership Experience: Proven ability to lead and motivate a team in a fast-paced environment, ideally in a hospitality, events, or visitor-facing role.
- Customer Service Expertise: Strong customer service skills with the ability to handle guest inquiries, resolve issues, and maintain a positive atmosphere.
- Excellent Communication: Exceptional communication skills, both verbal and written, with the ability to engage with visitors and staff at all levels.
- Organized & Detail-Oriented: Strong organizational skills with the ability to manage multiple tasks and priorities efficiently.
- Problem-Solving: Ability to quickly identify challenges and provide practical solutions.
- First Aid training will be provided if required

WHAT WE OFFER

A leadership role in one of the UK's premier arts festivals.

- Competitive hourly pay.
- Opportunities for professional development and growth.
- A dynamic and collaborative work environment.
- Full training and support to succeed in your role.

HOW TO APPLY

If you're passionate about leading a team and enhancing the visitor experience at The Grange Festival, we want to hear from you. Please submit your CV detailing your relevant experience using the link below. You may also provide a cover letter or video introduction.