

# GROUNDWORK

CHANGING PLACES

CHANGING LIVES



## PERSON SPECIFICATION

JOB TITLE: Visitor Centre Operations Supervisor

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					Certificate
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	
Education & Qualifications	1	Good standard of education (e.g. GCSEs or equivalent), including English and Mathematics	E	*	*				*
	2	In possession of Food and Hygiene certificate or willingness to imderatke relevant trainng	E	*	*				*
	3	Formal qualification in hospitality, business management, tourism, or a related field	D	*	*				*

Experience	1	Proven experience in a supervisory or team leader role, ideally in a customer-facing environment such as hospitality, catering, retail, or heritage/tourism sectors.	E	*	*				
	2	Experience of managing rotas, staffing schedules, and supervising day-to-day operations.	E	*	*				
	3	Demonstrable experience in stock control, ordering supplies, and liaising with suppliers.	E	*	*				
	4	Experience in handling financial transactions, including cash handling, till operations, and maintaining financial records.	E	*	*				

# GROUNDWORK

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	5	Experience in leading, motivating, and supporting teams, including volunteers and casual/seasonal staff.	E	*	*				
	6	Experience coordinating and delivering high-quality customer service.	E	*	*				
	7	Experience working in a heritage, museum, or visitor attraction environment.	D	*	*				
	8	Experience of contributing to marketing and promotional activities (e.g. developing seasonal offers or assisting with events).	D	*	*				

Knowledge	1	Strong organisational and time management skills, with the ability to prioritise tasks and work effectively under pressure.	E	*	*				
	2	Excellent interpersonal and communication skills, both written and verbal.	E	*	*				
	3	Confident user of POS systems and basic office software (e.g. Microsoft Office, email, and spreadsheets).	E	*	*				
	4	Knowledge of food and beverage operations, including seasonal promotions and stock presentation.	E	*	*				
	5	Understanding of health and safety, food hygiene, in a public-facing setting.	E	*	*				

Personal Skills	1	Friendly, approachable, and professional manner.	E	*	*				
	2	High attention to detail and commitment to maintaining high standards across operations.	E	*	*				

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	3	Flexible and adaptable, with a proactive attitude to problem-solving.	E	*	*				
	4	Reliable, punctual, and committed to teamwork.	E	*	*				
Additional Requirements	1	Flexible approach to working hours with ability to work weekends and evenings as a feature of the role including early starts and lone working	E	*	*				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	3	An appreciation and commitment to Health and Safety in the workplace	E	*	*				