

**Job Description**

**Job Title:** Operations Officer (Duty management and operations administration)

**Hours:** 15 per week, including one weekend in three

**Reporting to:** Operations Manager

**Supporting the**: Ops and Visitor Experience team

**Department:** Commercial, Operations & Visitor Experience

**Aims:** To assist in the delivery of the established aims and objectives of the SS Great Britain Trust by providing operational support to the Visitor Experience team.

To ensure the delivery of a high-quality customer-focussed experience to all visitors, guests and users, from the moment of arrival on site until departure.

**Main Responsibilities**

General Customer Service

1. Provide a first-class and friendly reception service for Brunel’s SS Great Britain by telephone, email, online, letter or in person.
2. Be fully informed about the SS Great Britain, its services and forthcoming activities happening on site each day to relay accurate information to enquirers.
3. Provide close liaison and communication with other departments to ensure excellent and timely service delivery.

Duty Management

1. Be fully informed about the day-to-day activities and services to relay accurate information to visitors and enquirers.
2. Troubleshoot and respond effectively to any incident which arises, including complaints, accidents, and emergencies.
3. Work alongside Technical Services to help maintain the cleanliness, tidiness, and overall condition of the site and its facilities.
4. Liaise with external individuals and organisations whose activity may impact the operational running of the site
5. Fully understand all emergency procedures and be able to take responsibility for the site if an emergency were to happen e.g. fire marshalling.
6. Liaise with the Operations/Visitor Experience Managers and Tech services to resolve any significant problems on site.
7. Manage the morning briefing (hug) when necessary.

Operations Administration

1. Provide general support for the Visitor Experience and operations staff and managers.
2. Provide admin support to the operations office including making day rotas and use of Deputy rota software, producing ‘today’s voyage’ screens, overseeing day notes, first aid stock checks and maintaining ops meeting notes as required.
3. Assist with Dynamics and Galaxy related enquiries and troubleshooting, aswell as Dynamics and Galaxy housekeeping tasks including ticket, item and discount creation, event creation and resource, creation of POS buttons
4. Ticketing administration
5. Assist with minor updates and changes to web pages
6. Any other duties as reasonably required to ensure the smooth running of the Visitor experience/ops team.

**Essential Knowledge, Skills and Experience**

1. Well-developed communication and customer care skills.
2. A keen eye for detail.
3. IT proficient with a good knowledge of Office 365.
4. Excellent interpersonal skills and the ability to build effective, working relationships.
5. Influencing, diplomacy and negotiating skills.
6. Ability to make quick and reasoned decisions.
7. Self-Assured and articulate.
8. The ability to work with diverse audiences, to engage those from different age groups and backgrounds.
9. A collaborative, team player who can work effectively across all departments.
10. Ability to stay calm in a busy, changeable setting.

**Desirable Knowledge, Skills and Experience**

1. Valid First Aid qualification.

**How to apply:** Click this link to download an application form: [www.ssgreatbritain.org/about-us/jobs/job-application-form](http://www.ssgreatbritain.org/about-us/jobs/job-application-form). Completed application forms to be sent to jobs@ssgreatbritain.org

**Closing date**: 9am Monday 25 July

**Interviews:** Tuesday 2 August