



THE ALL ENGLAND LAWN TENNIS CLUB (CHAMPIONSHIPS) LIMITED

Job Description

Job Title:	Museum & Tours Experience Manager
Department:	Heritage
Reports To:	Head of Heritage

What you will be doing

- Plan and implement public visit operations to align with strategic objectives; increase visitation and revenue to agreed timescales and budgets
- Work with the Guest Services Manager to ensure that all guest focussed initiatives are appropriate for both year-round and Championships operations
- Monitor service level standards and benchmark performance against relevant comparators, implementing training programmes and leading on service improvements
- Provide strategic advice and consultative input to guest-facing systems development and act as department lead on GDPR
- Lead and manage guest-facing teams to ensure consistent standards of customer service and efficient working practises within the Museum Experience Team, Guides and Learning Delivery team.
- Oversee all aspects of the presentation of public entry areas and tour routes to ensure that staff, services and facilities are consistently of the highest standard.
- Lead the coordination and communication of operational matters, liaising with all relevant teams such as Club, Security, Estate, Commercial, F&D
- Chair the team's Audience Development Group (ADG)
- Motivate and lead your team and ensure that they are empowered to succeed in their areas of responsibility. Work with them to set stretching objectives and support their professional development, ensuring that company values are upheld across the team
- Ensure all team members follow AELTC regulations on safeguarding young people, customer care and equal opportunities

What part your role will play in The Championships

- Manage staffing levels and rotas, liaising with Retail, Championships Guest Services team, Security and all other relevant groups to ensure 'outstanding' guest experience and appropriate levels of health and safety for all
- Provide strategic advice on ticket development & timed entry to Museum for future Championships
- Provide strategic advice on operational development of activation for school groups as part of future Championships
- Supervise Museum operations during the Championships ensuring efficient access for groups such as media crews, aiming for minimum queue times at peak periods (eg extreme weather days)
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Other Duties

- There is a basic 35 hour, five day week including some Saturdays or Sundays to meet operational requirements
- During The Championships you will be expected to work additional hours and you will be expected to take on additional duties during this time
- This job description provides a guideline only. Your role will evolve, and other duties may be required of you in the future, as directed by the Head of Heritage

About you

- Proven track record of managing successful operations and leading guest focussed teams
- Excellent organisational, project management and financial skills
- Ability to problem solve, prioritise and deliver results within tight deadlines
- Excellent understanding of current best-practice in 'Guest experience'
- Ability to learn and digest information quickly
- Experience of database management including public-facing systems
- Excellent communicator with experience of engaging with a wide variety of stakeholders
- Ability to inspire and drive excellent performance and ensure the team upholds company values
- Very good standard of written and spoken English

Desirable

- Commitment to your own professional development and to actively encourage learning and development across the team
- Enthusiasm for museums and heritage and a desire to network and create links within relevant circles to further promote the best interests of the Museum. You will share your contacts willingly and ensure that you network actively within the Museum sector.
- Enthusiasm for sport and tennis in particular

About us

Founded in 1868, The All England Lawn Tennis Club (AELTC) is a private members' club which organises and stages The Championships, Wimbledon. In December 2019, it acquired land adjacent to its current site and intends to incorporate this natural, historic landscape into its future plans.

The Heritage team is responsible for welcoming the public year-round, to visit both the award-winning Wimbledon Lawn Tennis Museum and tour the Grounds including the main show courts. We provide visitors with a range of enjoyable, informative and educational experiences, that support our goals as a guardian of the game's history, keeping AELTC at the pinnacle of the sport.

This is an exciting opportunity for an experienced and passionate individual to assist our team in inspiring opportunities for enjoyment and learning with all our audiences, ensuring accessibility, inclusivity and diversity of engagement.