Visitor Operations Manager

The above mentioned position is available in the Infrastructure and Facilities Management (IFM) Department at Robben Island Museum (RIM). The incumbent will report to the Executive Manager IFM will be responsible for a significant, high impact, operational function of the museum, to create a visitor operations system for RIM that considers every touch-point of our visitors’ value chain and journey. The Visitor Operations Manager will work closely with the Executive and the Management Committee of RIM to develop controls and systems for visitor operations and its monitoring and evaluation to ensure a world class visitor experience.

Duties and Responsibilities:

- Manage and oversee all visitor operational management, planning, systems and controls;
- Development and manage an efficient operations process with proper real-time monitoring and intervention mechanisms to facilitate and support all customer facing functions.
- Develop and communicate the Visitor Operations and Visitor Experience Strategy and Plans for RIM
- Develop systems to monitor the effectiveness of the visitor value chain.
- Appraise Managers and report to EXCO on visitor operations.
- Align visitor experience plans with visitor operational plans to ensure smooth efficient services that meet the expectations and needs of customers and clients.
- Ensure that that RIM has an effective visitors’ opinions customer feedback system.
- Devise and develop training programmes to develop, motivate and empower the teams.
- Work with value chain departments and other stakeholders (internal and external) to identify business requirements, processes and risks.
- Continuously evaluate current business processes and recommend innovations and solutions for improvements and also develop new ones to support product development.
- Develop and maintain best practices to meet changing business needs across the heritage and tourism museum sector and beyond.
- Identify budget gaps along the customer value chain and ensure that these are addressed in the value chain department’s budgets and also that budgets are aligned with visitor operations implementation plans.
- Develop and implement RIM’s digital visitor operations and visitor experience programme with targets and budgets, informing and in alignment to RIM’s IT Strategy.

Experience and Technical skills:

- Bachelor’s degree or professional qualification(s) with either, Industrial engineering, finance, project management, operations, logistics and related fields.
- At least 3-5+ years work experience in either operations systems, finance, business analytics, applied economics, operations and logistics, project management and related fields.
- Experience with logistics in the heritage and tourism industry.
- Comfort with data analysis and ability to use information for business decision making.
- Proficiency with Process and Business Flow Mapping software to develop efficient operations systems.
- Computer Literacy and good knowledge of the tourism and service industry in South Africa.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
- Ability to write reports, business correspondence and procedures.
- Ability to effectively present information and respond to questions from management, customers and the general public.
- Cultural Sensitivity and Strategic Thinking skills.
- Results orientated.
- Attention to detail.
- Experience in using IT to improve service efficiency and the ability to use word processing.
- Competency with presentation and spreadsheet packages.
- Reporting, presentation and briefing skills.
- Ability to manage and successfully deliver multiple complex projects simultaneously.
- Ability to lead, motivate and delegate.
- Coordination and facilitation of diverse teams.
- Planning and Organising.
- Good judgment.
- Listening and Persuasive Skills.
- Conflict Management.
- Ability to work under pressure.

RIM is an EE, AA, and employer and reserves the right not to make an appointment if suitable candidate(s) are not found. Forward a detailed CV, accompanied by Certified Copies your ID and Qualification Certificates as well as contactable referees, to recruitment@robben-island.org.za by no later than 25 September 2019. Please note your attachment should not exceed 10 MB: If you do not hear from us within 30 days, please consider your application unsuccessful.