



**Job title:** Visitor Services Officer

**Reporting to:** Director of Visitor Services and Chairman of the Museum

**Contract:** Seasonal, part-time - 28<sup>th</sup> March 2018 to 28<sup>th</sup> October 2018

**Salary:** National Minimum Wage/National Living Wage

**Hours:** Variable and normally between 8 and 18 hours per week to include weekends and Bank Holidays on a rota basis.

**Main purpose of role:**

All aspects of opening and closing routines and to provide a friendly, efficient and professional experience to all Museum visitors and tourists.

**Summary of Key Responsibilities:**

1. Key holder for the buildings in order to open and close the Museum at the designated times.
2. To prepare the Museum and related outbuildings for visitors, maintaining a clean and tidy environment.
3. To provide excellent customer service, ensuring that the visitor experience is a good one with their expectations exceeded at all times.
4. To deal with visitor enquiries promptly and pro-actively, taking the enquiry as far as possible to conclusion on the initial enquiry, and liaising with the relevant teams where necessary.
5. To promote sales of merchandise.
6. To be responsible for the security and stock control of merchandise.
7. To be responsible for the security and handling of financial transactions and keep an accurate record of sales.
8. To maintain the appropriate stock levels for effective displays, publicity material and stationery.
9. To open and close the Community Room for those hiring it during museum opening times.
10. To keep abreast of local area knowledge, in order to deal with any arising queries from residents and visitors.
11. To monitor visitor enquiries and where necessary take appropriate action to ensure that visitor service standards are met.
12. To ensure that visitors are treated equally irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
13. To work within Health and Safety regulations and also to be aware of the visitor's health and safety. To be prepared to deal with situations as they arise in order to maintain a safe environment for both visitors and staff.
14. To monitor all working and visitor areas, identifying and reporting hazards, faults and equipment breakdown.
15. To record visitor feedback information and submit reports to the marketing team.
16. To undertake relevant training as required.
17. To support the Museum's programme of annual and specific events.
18. To work in accordance with the Museum's aims, objectives and values.
19. To work in accordance with all the Museum's policies and procedures.
20. To work flexibly to best meet the needs of the organisation.

This list of duties and responsibilities is not intended to be exhaustive. The job holder will be expected to adopt additional tasks when required; these tasks will be in keeping with the general profile of the role.

### **Person specification**

**We are looking for Visitor Services Personnel with these essential core competencies:**

- Ability to plan and organise own workload to ensure all standards are met
- Excellent interpersonal and customer service skills including a polite, patient, professional and helpful attitude
- Ability to work on own initiative as well as part of the team
- Flexible to the needs of the service, able to work under pressure and adaptable to change
- Highly motivated, trustworthy and reliable
- Good attendance record
- Be able to demonstrate good time management skills
- Professional approach
- High standards of personal presentation and hygiene

### ***Qualifications and experience required for this role:***

- Good standard of general education
- Heritage knowledge

### ***Essential Core skills required:***

- Experience of working in a customer-focused environment offering advice, supplying information and problem solving
- Experience of face-to-face customers
- Computer literate with accurate keyboard skills
- Proficient in Microsoft Office applications, particularly Excel and Word
- Be able to communicate both in writing and verbally in order to collect and process information
- Be able to liaise effectively with other team members
- Committed to customer care
- Committed to the Equality and Diversity ethos
- Logical and methodical administration skills
- Experienced in cash handling, card payments and end of day balancing
- Be able to maintain accurate and up to date financial information
- Understanding of stock control

### ***Desirable knowledge, skills and experience needed:***

- Telephone skills
- Use of Till
- Experience of retail sales
- A good knowledge of the local area including places of interest, historic, timetabled and forthcoming events
- Health and Safety training
- Data Protection awareness
- Freedom of Information awareness
- Social media skills
- To be assertive if necessary

### **Additional information:**

Woodhall Spa Cottage Museum has a commitment to ensure equality of opportunity for all employees and employees are required to adhere to this in their work.

All positions at Woodhall Spa Cottage Museum are offered subject to the following conditions:

- Receipt of satisfactory references
- Proof that you are legally entitled to work in the UK

Please note that due to limited resources we are unable to give feedback to all applicants. Feedback will of course be available to those that are short listed for interview.

**To apply:** email your CV and a covering letter outlining your suitability for the post, to [office@cottagemuseum.co.uk](mailto:office@cottagemuseum.co.uk) or send them by post to **Judy Everitt, Administrator** at the address below. Please mark the envelope "Private & Confidential".

All applications containing a contact email address or telephone number will be acknowledged.

**Deadline for applications is by 12 noon on Thursday 8<sup>th</sup> February 2018.**

**Those being called for an interview will be notified by the end of the day on Friday 9<sup>th</sup> February 2018.**

**Interviews will take place at Woodhall Spa Cottage Museum on Wednesday 21st February and Thursday 22<sup>nd</sup> February.**

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<http://www.cottagemuseum.co.uk>