



Job title: Visitor Services Officer

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

Contract: Temporary part-time, job share - 27th May 2021 to 27th June 2021
With option to extend, depending on Government restrictions

Salary: £8.91 per hour for those aged 23 and over

Hours: Opening hours are 10.30 am - 4.00 pm Thursday - Sunday, worked on a rota basis by up to 3 staff members to include weekends and Bank Holidays.
2 members of staff will be on duty together during the required period.

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. To ensure that the procedures that apply to the Covid19 regulations are maintained for the safety of museum staff, volunteers and visitors.
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 open and close the Community Room for those hiring it during museum opening times.
7. To keep abreast of local area knowledge, in order to deal with any arising queries from residents and visitors.
8. To monitor visitor enquiries and where necessary take appropriate action to ensure that visitor service standards are met.
9. To ensure that visitors are treated equally irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
10. 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.
11. To monitor all working and visitor areas, identifying and reporting hazards, faults and equipment breakdown.
12. To undertake relevant training as required.
13. To work in accordance with the Museum's aims, objectives and values.
14. To work in accordance with all the Museum's policies and procedures.
15. 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 someone with these essential core competencies:

- Excellent interpersonal and customer service skills including a polite, patient, professional and helpful attitude
- Ability to work 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

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
- 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

Desirable knowledge, skills and experience needed:

- Heritage knowledge
- Telephone skills
- 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
- 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 visitorservices@cottagemuseum.co.uk. Please mark the email "Private & Confidential".

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

Deadline for applications is by 12 noon on Monday 17th May 2021

Interview Dates for shortlisted applicants will be the morning of Monday 24th May 2021

Induction and training day for successful applicants will be Thursday 27th May 2021

Woodhall Spa Cottage Museum, Idlesleigh Road, Woodhall Spa, Lincolnshire, LN10 6SH

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