

Job Description: Visitor Service Assistant

Job Title:	Visitor Service Assistant
Reporting to:	Chief Operating Officer
Responsible for:	Volunteers, visitors and the visitor experience
Working in	Main reception and shop
Working with:	Visitor Service and Engagement Volunteers, Housekeepers and all museum staff

Summary

- To provide a warm and knowledgeable welcome to all visitors to the museum
- To work as an effective sales person in the museum shop
- To manage the presentation of the shop, stock and reception area
- To assist with the efficient planning, coordination and management of all volunteers in visitor facing roles
- To understand the museum's policies and the staffing structure
- To undertake administrative tasks associated with sales and stock

In more detail:

Admissions & Visitors:

1. To welcome all visitors to the museum in a warm, friendly, professional and informed manner.
2. To understand and promote the museum brand to visitors and everyone working in visitor facing roles.
3. To be confident in promoting the museum to potential visitors and issue admission tickets, ensuring the information is delivered correctly and consistently. To fully understand why it is necessary for the museum to charge admission and to be able to articulate the reasons when asked.
4. To be familiar with admission charges and concessions.
5. To actively promote Gift Aid admissions, as well as other forms of donation to the museum. To fully understand the benefits of Gift Aid and other forms of donation to the museum. To be knowledgeable about the requirements for eligibility for Gift Aid and to be able to explain this when required.
6. To be knowledgeable about the different types and costs of all group visits and to pass them on to visitors or members of staff as required. To be aware of groups attending the museum and welcome them accordingly, ensuring the administration and payments are properly undertaken.

7. To understand and be able to explain the advantages of becoming a museum member, including any current offers for membership/members, to encourage the uptake of new memberships.
8. To be familiar with the exhibition and events programme and to assist visitors in the purchase of tickets for museum events and lectures as required, ensuring the information about sales is accurate.

Volunteers:

9. To supervise engagement volunteers in the delivery of a consistent welcome to all visitors entering the museum. To engage positively with visitors in an appropriate and professional way and ensure they receive the information they need. To be aware of accessibility issues and help visitors to overcome them where possible.
10. To build positive relationships with the volunteers so they help to ensure a smooth flow of visitors through the museum, especially at busy times.
11. To monitor and manage the rota for the engagement volunteers, ensuring there is appropriate cover and arrange short notice cover when necessary.
12. To anticipate when more volunteer help is required by understanding the overall pattern of the working day / week and liaise with the Volunteer Co-ordinator accordingly. This includes reviewing a range of parameters such as online ticket sales, planned group visits, events and activities due to be held at the museum.

Retail:

13. To deliver excellent retail customer service to visitors/customers, advising on product and identifying opportunities to upsell.
14. To ensure that all transactions are processed through the till accurately and ensure accuracy of cash handling. To authorise and undertake any refunds as required.
15. To gain and maintain product knowledge about shop merchandise which will enhance active selling techniques with visitors to the museum.
16. To receive deliveries and check off against delivery notes, and to move boxes and stock off the shop floor as quickly as possible, either into display or storage, as directed.
17. To maintain housekeeping and presentation standards in the shop, replenishing merchandise and cleaning fixtures and fittings as required.
18. To participate in the annual stock take, and in other regular stock counts as directed by the Chief Operating Officer.
19. To undertake the end of day reconciliation of the tills and provide change during the day. At busy times to undertake cash lift from the tills.

20. To notify the Chief Operating Officer or Finance Officer of any till or transaction errors, and of any products which are not scanning or being recognised on the till system.

General:

21. To answer general enquiries by phone, e-mail and in person, contacting other staff members as appropriate. To be pro-active and problem solve where possible, to ensure efficiency and excellent visitor service.

22. To be aware of staff working patterns and availability.

23. To understand the roles of all staff in the museum and know how these relate to the delivery of service to the museum's visitors and enquiries.

24. To work actively with the duty officer to understand what is happening in the museum on a daily basis.

25. To communicate clearly with other visitor service staff and the Chief Operating Officer about any issues that arise, and ensure that a proper hand over of information is given from one shift to the next so that a good quality consistent service is offered at all times.

26. To confidently participate as a fire marshal, evacuating galleries as per the fire procedure when the alarm is sounded and know what action to take if the security alarms are triggered.

27. To undertake and supervise the house keeping of the reception and shop area, liaising with the housekeepers where necessary.

28. To assist in and encourage the completion of visitor surveys.

29. To be knowledgeable about museum policies and implement them with particular reference to accessibility and safeguarding visitors, staff and volunteers.

30. To support the administration of the museum as appropriate.

31. To comply with all decisions, policies and standing orders of the museum and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

32. To participate in training and development as may be required from time to time commensurate with the level of the post.

33. To undertake other such analogous duties as may be allocated by the Chief Operating Officer, Director or their representatives.

Visitor Service Assistant

Person Specification

E = Essential D = Desirable

Education/Qualifications	GCSE + A levels or equivalent.	E
	Graduate level or equivalent.	D
Skills	Excellent written and verbal communication skills.	E
	Excellent IT skills.	E
	Flexible and non-judgemental approach to people and work.	E
	An ability to work independently and with colleagues.	E
	Excellent organisational skills, ability to multi-task, meet tight timescales and work calmly under pressure.	E
	Strong interpersonal skills and the ability to deal with a diverse range of people.	E
	Ability to inspire and motivate others.	E
	Ability to represent the museum to the public in a professional manner and create a good first impression.	E
Relevant Experience	Experience of working in a retail environment.	E
	Experience of working with volunteers.	D
	Experience of working in the voluntary or charitable sector.	D
Knowledge	An understanding of Microsoft Office applications: Outlook, Word, Excel Access and PowerPoint	E D
	Knowledge of Merlin or a similar EPOS system.	D
	Empathy and interest in the museum and its work and purposes.	E
	An understanding and commitment to Equality and Diversity.	E

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Conditions of Service

- 1 Salary £12.21 per hour (National Living Wage)
- 2 Commencement As soon as practicable
- 3 Hours Wednesdays 1:15 – 17:15, up to two Tuesdays 9:45 – 1:15 per month and additional annual leave and sickness cover as required .
Your working hours will be variable, according to the needs of the post and may include weekend and evening work. You will need to submit a timesheet of hours worked each month to your line manager.
- 4 Location Salisbury, Wiltshire
- 5 Leave From the commencement of your employment your paid holiday entitlement is 21 days pro rata per calendar year plus bank and other statutory holidays. This increases to 25 days pro rata after 5 years' service. Actual holiday entitlement earned will be calculated at the end of each month and you will be paid accordingly.
- 6 Probation There will be an initial probationary period of three months during which time the successful candidate and the Museum will establish their suitability to each other. During this period your employment may be terminated with one week's notice from you or from The Salisbury Museum. The Museum reserves the right to extend the probationary period to six months if deemed necessary.
- 7 Pension You will be automatically enrolled in the museum's pension scheme if you are eligible.
- 8 Termination The appointment may be terminated by either side upon 8 weeks notice.
- 9 Mileage allowance Authorised car journeys will be reimbursed at the appropriate rate.
- 10 Sick pay A self-certification system operates for absence from work due to sickness or injury not exceeding seven days.
- 11 Medical fitness Appointment is subject to satisfactory medical fitness. A confidential questionnaire on medical history will be required before appointment is finally confirmed.

How to Apply

To apply for this role, please complete the General Museum Job Application Form and the Equal Opportunities Monitoring Form and return them by email to lucybridal@salisburymuseum.org.uk .

If you have any questions about the role, please email lucybridal@salisburymuseum.org.uk and mark the subject of your email 'Recruitment – Visitor Service Assistant'.