

Designation:	Visitor Assistant
Grade:	Stroud Grade 2
Hours:	21.5 hours per week (additional two bank holidays p/a) <i>Refer to schedule for details</i>
Location:	Museum in the Park, Stratford Park, Stroud
Job Purpose:	To deliver high quality visitor services (front of house operations, bookings, event supervision/ administration and income generation) to all museum users and customers.
Responsible to:	Front of House Managers
Responsible for:	Volunteers

KEY DUTIES

- Assist with the day to day operation of visitor and commercial services whilst on duty.
- Deliver visitor services that are customer-focused, innovative and, where applicable, income generating whilst nurturing and retaining new and repeat visitors and customers.
- Provide reception and gallery invigilation services whilst maintaining the highest possible standards of health & safety, security (visitors, staff, premises & collections) and customer care.
- Undertake routine housekeeping, deep/conservation cleaning, and minor maintenance tasks to ensure that the Museum is clean and presented to the highest standards at all times.
- Be customer focussed and strive for the widest possible access to the service.
- Deliver visitor services to maximise usage and customer satisfaction whilst ensuring that resources are efficiently managed.
- Act as key-holder for the Museum in the Park museum premises which hold display collections and loans for special exhibitions

Work subject to interruption to the programme of tasks but not involving any significant change to the programme

SKILLS AND KNOWLEDGE

- Excellent customer care skills
- Good general education or equivalent experience
- Good written and excellent verbal communication skills
- Experience of working with the public
- IT Literate

- An understanding of processes and systems in the Museum.
- Experience of cash handling
- Ability to manage own time and workload

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity

COMPLEXITY AND CREATIVITY

- Maintain positive working relationships with SDC colleagues, the Cowle Trust, contractors, actual and potential customers and users, voluntary organisations.
- Implement solutions to visitor services issues and ensure that these are communicated to colleagues
- Support and facilitate events
- Assist your manager in ensuring that a positive team ethos is engendered and maintained. Be a positive team member
- Assist the manager in meeting local, regional and national standards and agendas.

Work essentially conducted in accordance with established procedures/practices but needing occasional creative skills to resolve routine problems.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Front of House Manager or Casual Duty Manager.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the public
- Members of the Council
- Members and staff of other local authorities / partner agencies
- Suppliers and contractors

Contact required in respect of well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

RESOURCES

Responsible for the proper use and safekeeping of equipment and for the accurate handling and security of small sums of cash and cheques.

TRAVEL DESIGNATION

You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

MISCELLANEOUS

- Enhanced DBS check required
- All museum staff are expected to dress appropriately for a public facing service and their role. Generally this is smart but not formal and includes trousers or skirt and appropriate footwear. Staff are required to wear the badge provided.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.