

Designation:	Visitor Assistant
Grade:	Stroud 2 pro rata
Responsible to:	Front of House Manager
Service Area:	Cultural Services
Post Number:	n/a

ESSENTIAL CRITERIA

QUALIFICATIONS

Maths and English GCSE C or higher or equivalent

EXPERIENCE

- Working directly with the public in busy environment
- Learning & applying new skills

And one or more of the following:

- Work based contact with children or young people in a school or community group setting
- Working or volunteering in a heritage setting
- Retail/sales experience
- Cash-handling

SKILLS & KNOWLEDGE

- Excellent customer care skills
- Confident oral communication skills
- A demonstrable interest in local history, museums and/or heritage
- Computer literate
- Exceptional attention to detail and pride in housekeeping.

And one or more of the following:

- Assisting in the delivery of a learning/outreach programme in a museum or heritage setting
- Handling or using historical objects

PERSONAL ATTRIBUTES

- Energy, enthusiasm and a willingness to help people generally
- Committed to providing excellent customer service
- Calm in a busy environment
- Ability to follow direction
- Motivated to complete routine duties
- Able to accurately and quickly switch between duties
- Manual dexterity and manual handling skills
- Ability to work with a diverse range of individuals in a small team
- Pleasant, professional manner
- Personal presentation commensurate with public facing service

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

- Flexibility to work to suit the Museum's opening hours and programme/ booking requirements

DESIRABLE CRITERIA

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.