

JOB DESCRIPTION

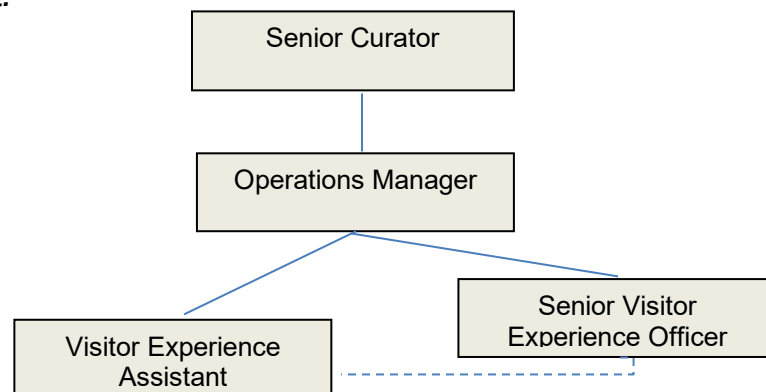
Job Title	Visitor Experience Assistant
Department	Environment and Communities
Section or Service	Culture Service (Museums)
Grade	Grade C

DESIGNATION:

Responsible to:	Operations Manager
Employees directly supervised (if applicable):	N/A

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

- Responsible for providing an excellent and safe visitor experience at both Leighton House and Sambourne House.
- To support the safety and security of the museums and their contents, provide frontline information and assistance to visitors, support online shop and ticketing systems, retail presentation and stock control and support the activities and staff of the wider museums team.
- Collaborate with the team operating the museum Café at Leighton House to ensure a consistent visitor welcome in all areas of the business.

2. DESCRIPTION OF DUTIES:

2.1 Visitor Experience

- Ensure a professional and welcoming visitor experience and high standard of customer care.
- Maintain public spaces as safe, fit and pleasant for public use.
- Safely open and / or close the museums each day in accordance with the operating procedures for each venue.
- Liaise and collaborate closely with the team operating the museum Café to support consistently high standards of visitor experience.
- Ensure a good working knowledge of the museums, their collections and their history, any current exhibitions and maintain knowledge of the local area to actively provide visitors with information regarding their visit.
- Monitor and respond to visitor queries in the general museum inbox.
- Assist with the administration of the museums ticketing system.
- Assist and advise visitors with access needs to ensure they understand any access issues within the building and get the best from their visit.
- Assist in safe evacuation of all visitors from the building when required in case of emergency.
- Ensuring safety of visitors and provide assistance in regulating visitor flow during standard operational hours and public events.
- Support fundraising activity for the Friends of the Museum by selling Friends memberships at point of sale and up-selling with ticket purchases

2.2 Retail

- To serve visitors in a welcoming and efficient manner in order to maximise income to the museums.
- To operate the tills and card machines to ensure that all transactions are carried out accurately at all times.

- Carry out all cash handling and cashing up activities with a high level of accuracy.
- Maintain presentation of shop displays to ensure consistent high standards of visual merchandising.
- To replenish stock in shop as needed throughout working day.
- To ensure all stock deliveries are received and stored in a timely and efficient manner.
- To carry out stocktaking and general stock management duties when needed.
- Assist with online shop tasks such as picking, packing and fulfilling orders and responding to customer queries online.

2.3 Building and Facilities

- To provide general daily facilities monitoring as needed and ensure that public spaces are safe and well presented at all times
- Act as a point of contact and supervision for council operatives or external contractors working onsite undertaking any building or facilities tasks.
- To help set up and prepare public spaces for meetings, public events and private hire events.
- Provide assistance with general conservation cleaning duties when the museums are closed to the public.
- Ensure regular communication with the Operations Manager providing feedback on any facilities or collections issues within the museums.

2.4 Miscellaneous

- Assist the Senior Curator and Collections Manager with any collections-based projects or tasks.
- Any other reasonable duties as may be required by the Operations Manager or Senior Visitor Experience Officer.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Visitor Experience Assistant
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: • None
C	Skills; Experience and Attitude Essential: • Ability to work flexibly on both weekdays and weekends on an 'as and when' basis to support the service delivery needs at both Leighton House and Sambourne House. • Demonstrable understanding of Visitor Service standards and experience in delivering an excellent visitor experience. • Good communication skills, in person and in writing to respond to visitor queries onsite and online. • Excellent interpersonal skills, with the ability to work with a wide range of people and as part of a varied and diverse team. • Good entry level IT skills including experience of using the Microsoft Office suite including Outlook and Teams. • Ability to prioritise a diverse workload efficiently with a minimum of supervision.

	• Good organisational skills and attention to detail • Ability to acquire an excellent working knowledge of the museum contents, procedures and key departmental contacts • Knowledge of safe manual handling procedures and ability to lift and carry shop stock and assist in event set-ups • Knowledge of relevant Health and Safety procedures • Demonstrable experience of using EPOS systems, cash handling and cashing up procedures. • Demonstrable experience of administering an online shop platform to fulfil customer orders e.g. Shopify or similar • Demonstrable experience of working in a target driven retail environment, including understanding of KPIs, and use of stock management systems. • Experience of working within a Museum, Gallery or similar public facing environment
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I adapt my approach to take account of all differences and cultures in the community and with colleagues Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.