

JOB DESCRIPTION

Visitor Services Assistant

JOB DETAILS:

Grade: 4

Location of Work: Warrington Museum and Art Gallery

Directly Responsible To: Visitor Services Officer

Directly Responsible For: N/A

Hours of Duty:

WORKING RELATIONSHIPS:

- Responsible to the Visitor Services Officer
- Works as part of the Front of House Team
- Works with collections, exhibition and education staff as required
- Supervises and assists the general public

PURPOSE AND SCOPE OF JOB:

To ensure a high level of security and operational house management for the Museum building. To maintain a high level of customer care and to contribute towards a rewarding visitor experience through increasing levels of understanding, satisfaction and enjoyment. To assist collections, education and exhibition staff with work at appropriate level. To assist at other venues within Culture Warrington including Pyramid and Parr Hall as required.

Visitor Services Assistants will be expected to carry out the full range of duties in this job description. However, duties and tasks will be assigned by the Visitor Services Officer in such a way that the skills of individuals are developed and deployed to the maximum benefit of the service.

DUTIES AND RESPONSIBILITIES

- 1) Ensure the security of premises and prevent loss and damage to the buildings, collections and displays by :-**
 - a) Using established security systems and procedures with regard to opening and closing the building and liaising with the alarm monitoring company whenever required.
 - b) Patrolling or monitoring public areas of the building during opening hours.
 - c) Operating the CCTV security system
 - d) Supervising contractors and workmen as required.
 - e) Being available for emergency call out duties out of hours where this cannot be met by the contracted out of hours security service.
 - f) Carry out weekly security check of off-site stores

2) Health & Safety procedures

- a) Provide a safe environment for the public, contractors and members of staff using established policies and safe working practices with regard to Health and Safety, emergency evacuation and work standards.
- b) Undertake all fire warden duties including operating and monitoring fire alarm systems, evacuating the building and liaising with the fire brigade.

3) Customer Care duties

- a) Provide a welcoming environment to Museum visitors using established customer care procedures and deal with basic enquiries about the buildings, collections and services.
- b) Assist in the delivery of interpretative activities such as guided tours, special activities and events
- c) Engage with the public and schools to encourage wider appreciation and understanding of works or objects on display (through explanation and provision of basic information.)
- d) To assist the Service Officers & freelancers and in their work (including setting up, supervising, and clearing up after workshops and activities and providing general practical assistance)
- e) To deliver hands-on craft and art activities to a family audience including devising ideas and preparing materials and equipment

4) Assist with the operation of the Museum's retail offer as required.

- a) Operating till and chip and pin machine
- b) Cashing up/reconciliation
- c) Liaising with artists and selling their work as directed
- d) Handling orders of photographic and reproduction images from the museum's digital image archive.

5) Technical duties

- a) Under appropriate supervision assist with exhibitions work including erection and dismantling of exhibitions.
- b) Operate audio-visual and appropriate IT equipment in galleries.
- c) Promote exhibitions, events and activities via Social Media
- d) Undertake general maintenance duties

6) Assist with basic collections care

- a) Following appropriate training and under supervision, to assist collections staff with basic collection management duties including compiling inventories, simple cataloguing and storage issues (including handling and transporting artefacts).
- b) Following appropriate training to clean and maintain exhibits on display

7) Other requirements

- a) Wear the uniform provided
- b) General reception and portering duties
- c) Report issues relating to maintenance and repair of building
- d) Maintain stocks of materials and equipment.
- e) Undertake training, attend meetings and briefing sessions as requested
- f) Be prepared to undertake first aid and safety training as required

- g) Carry out the duties with full regard to Culture Warrington's objectives and policies
- h) Undertake such additional duties as are reasonably commensurate with the level of job

The nature of the duties listed above may over time change in which case the job description will be amended accordingly. This may not alter the size and scope of the job.

Date:

Prepared/revised by:

In conjunction with:

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

CRITERIA:

Experience

Experience with working with the public (E) A, I

Experience working within the arts/events sector (D) A, I

Skills and Abilities

Have good verbal & listening abilities, good approach to Customer care, able to work under pressure (E) A, I

Have a good command of the English language (E) A, I

Have diplomacy and discretion but the ability to be assertive when necessary (E) A, I

Be willing to undertake instruction and/or work on own initiative. (E) A, I

Education/Qualifications/Knowledge

Good standard of education including English and Maths to GCSE or an equivalent qualification. (E) A, I, C

Other Requirements

Flexibility in responding to work demands and the ability to work split shifts and evening and weekend hours in line with the needs of the business (E) A, I

Commitment to Equal Opportunities

Ability to understand and demonstrate commitment to equality and diversity (E) A, I

Follow Culture Warrington guidelines as instructed and have a willingness to follow best practice in customer care for all customers and colleagues (E) A, I

Commitment to Service Delivery/Customer Care

Committed to giving excellent customer care, assisting in meeting and exceeding the customers' expectations (E) A, I

Be able to demonstrate enthusiasm for the work of Culture Warrington (Comprising Pyramid and Parr Hall and Warrington Museum) (E) A, I

An interest in the arts, culture and entertainment industry; together with the ability to develop harmonious working relationships with all members of staff (D) A, I

METHOD OF ASSESSMENT (* M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE