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**Job title:** Visitor Assistant

**Responsible to** Front of House Manager

**Salary** £9.60 per hour

**Hours of work** Full time (25.5 hours/3 days a week)

 Actual hours worked for all contracts are variable per week, operated via a rota system

**Contract** Permanent

**Place of work** The Bowes Museum

**How to apply: https://thebowesmuseum.org.uk/jobs-and-volunteering/**

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**The role and person:**

As an integral member of The Bowes Museum Front of House Team, you will be instrumental in creating a warm welcome for our visitors and help in the day-to-day running of the museum and grounds. You will be responsible for dealing with all types of visitor admissions and enquiries and be on hand to answer questions about the collection and exhibitions to enhance the visitor experience.

**Inclusion and Diversity:**

We believe that diversity and equality within our workforce, programmes and approaches is crucial to our mission of being inclusive and relevant to our communities. We want everyone to feel welcome. We, therefore, particularly welcome applications from candidates under-represented at The Bowes Museum and within the heritage sector, including black and minority ethnic candidates and/or candidates with disabilities.

**Role purpose:**

* To welcome visitors, schools and other groups visiting the museum and to supply them with information about The Bowes Museum.
* To provide a helpful and friendly presence for the visitor, being able to answer questions and supply information about the collection and exhibitions in order to enhance the visitor’s experience.
* To handle the sale of museum admission tickets, event tickets, merchandise and memberships via the Spektrix ticketing system.
* To be responsible for the receipt of admission payments via credit/debit card/cash, either face-to-face or over the telephone. Handling cash and taking payments with daily reconciliation.
* To be able to record information accurately, specifically in relation to visitor numbers.
* Be proficient in the use of all Microsoft packages, including Outlook.
* To provide telephone reception duties, including general and visitor enquiries.
* To deal with incoming and outgoing post as required.
* To carry out locking and unlocking procedures (as part of a key-holding rota, which will necessitate some overtime) and have a good working knowledge of the security system and emergency procedures.
* The normal working day is 08:00 to 17:00 Sunday to Saturday, dependent on a rota. Key-holding start is normally required at 07:45.
* You will be expected to cover some evening events as part of the Front of House commitment.
* To patrol galleries and exhibitions, ensuring that everything is in order, being vigilant in reporting signs of damage or potentially damaging behaviour. Monitoring of visitors and supervision of public events.
* To patrol the grounds, logging any potential issues and supervising outdoor public events.
* To assist in administering security arrangements and to report any security issues.
* Supervision of contractors and visitors in non-public areas.
* Porterage – the erection, dismantling and moving of equipment, deliveries and stores as required.
* Movement of exhibits under guidance of museum staff or line management, dismantling displays, packing objects, winding clocks and the operation of Silver Swan.
* Specialist cleaning of exhibits under the direction of museum staff or line management.
* To carry out some basic maintenance, e.g. the replacement of light bulbs.
* To uphold Health and Safety regulations in the workplace.
* To undergo any training required to carry out any of the roles described in this job description competently and safely.
* To carry out other related tasks commensurate with the position as requested by line management eg. admin support tasks.
* Due to the rural location of the museum, it is important that employees are able to travel independently to work in order to fulfil contractual obligations.

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| **Knowledge, Skills and Qualifications** | **Essential** | **Desirable** |
| At least two years of working with the public in a face-to-face customer service environment  |  |  |
| Minimum of 4 GCSE’s, including English and Maths  |  |  |
| Good verbal communication skills |  |  |
| Awareness of and the ability to deliver excellent standards of customer care |  |  |
| Ability to work under pressure and to manage time effectively |  |  |
| Able to work flexibly and as part of a team |  |  |
| Willingness to undertake training as and when required |  |  |
| The ability to work with minimal supervision, using initiative and making decisions |  |  |
| Able to maintain accurate records and follow basic financial procedures |  |  |
| The ability to work weekends and Bank Holidays as part of a normal rota and take part in other out-of-hours working at certain times, i.e. evening events  |  |  |
| NVQ level 2 in Customer Service  |  |  |
| Knowledge of Local Area |  |  |
| Knowledge of the Bowes Museum collection |  |  |