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| **Job title:** | Visitor Services Assistant |
| **Working hours** | 21 hours per week |
| **Salary** | £19,747 per annum pro-rata |
| **Location** | The Charterhouse, Charterhouse Square, London, EC1M 6AN |
| **Duration** | 12-month fixed-term contract, which could be extended |
| **Reports to** | Museum Manager |
| **Job Purpose** | To provide exceptional levels of customer service and inspire visitors with a passion for heritage, engaging them with the collections and displays at the Charterhouse.  To champion accessible and inclusive experiences in the museum, ensuring a genuinely welcoming experience for people of all communities and diverse backgrounds. |
| **Role description:** |  |
| **Person**  **Specification:** | **Essential:**   * Demonstrable experience of providing excellent customer service to the public, preferably face-to-face, with an ability to interact confidently with and engage a diverse range of customers either in a visitor attraction, heritage site or other leisure venue * Experience of working with guides and volunteers to deliver high levels of customer service * Experience of developing and delivering tours and talks to members of the public * Experience and confidence to manage and oversee the day to day running of the EPOS and ticketing systems * Experience of managing competing day to day priorities whilst also carrying out short to medium term planning * Confident in implementing Health and Safety procedures, including fire evacuations * Experience of sales and upselling products or services * Passion for heritage, enthusiasm to celebrate its diversities and learn more about its communities * Demonstrable computer skills including the use of software to create planning documents, rotas and financial reports * Excellent verbal and written communication skills and a professional standard of presentation * Demonstrable commitment to best practice in customer service * Strong team working skills, able to work to shared objectives and procedures * Candidates must be competent in basic numeracy and written/spoken English * A positive and flexible approach to work to maintain a consistently high level of service * Self-motivated and receptive to change, new skills and experiences, * Must have strong attention to detail, remain calm under pressure and take initiative where necessary   **Desirable:**   * An interest in and the ability to use social media, such as Facebook, twitter, Instagram as well as video editing skills * An interest in visual merchandising and retail * Conversant in languages other than English, including British Sign Language (BSL) * Experience of implementing Health and Safety procedures, including fire evacuations * First Aid trained or a willingness to undertake First Aid training * Qualifications in subject areas which reflect vocational interest such as leisure and tourism, social history, cultural studies, London, history or heritage |
| **Key Results Areas:** | * To achieve sales targets by actively selling the Charterhouse tours and merchandise and promoting all Charterhouse products and services * To pro-actively engage with and welcome all visitors on their arrival and exit from the Charterhouse acting in a professional and courteous manner at all times; to assist with wayfinding and promote awareness of the services and events on offer * Act as first point of contact for all visitor enquiries and respond to all enquiries, feedback and complaints via email and telephone. Undertake financial administrative tasks associated with the visitor offer, to include tour and shop income and donation boxes. This will include cashing up and completing finance forms. * To coordinate tour guide, Brother and volunteer rotas in line with the tour programme and manage all elements of the booking system ‘Digitickets’. Keep accurate records of tour and event bookings and revenue and undertake regular reporting, including with KPIs, to Museum Manager. * To coordinate and schedule the school visit bookings, including liaising with the school, guide, volunteers and freelance educator. Welcoming the school group on the day and undertaking financial administrative tasks associated with the bookings. * To achieve income targets through the sale of merchandise, and to actively promote and sell tour tickets, Friends membership and events. To ensure all EPOS, till and retail operations in the shop run smoothly and liaise with the retail supplier as necessary. * To develop an in-depth knowledge of the Charterhouse, its collection, and the local area to enable you to respond efficiently to visitor enquiries and assist in the promotion of relevant activities * To demonstrate a duty of care for visitors by ensuring that public areas are safe and accessible at all times. To be effective in carrying out defined responsibilities for Health & Safety, including fire evacuation. Ensure the public areas are Covid-secure and operations are in line with government restrictions, guidelines and advice. * To monitor, identify and promptly report any threats to the security of the Charterhouse’s visitors and collections * To ensure Charterhouse standards of both personal and public presentation; ensuring the reception desk and retail space is clean, tidy, visually appealing and well-stocked at all times * To undertake procedures for the secure opening up and locking down of the museum, including museum display housekeeping procedures * To act as an ambassador for the Charterhouse during all contact with visitors on site; actively listening to and responding to all visitor enquiries and feedback in a professional and considerate manner * Support the Communications Manager with social media, editing and design work as required and ensure that the blackboard is kept up to date * Support the Museum Manager with ordering new retail stock and creating retail reports and stock counts * Support the Museum Manager with running the new online shop including posting products out to customers, and updating new products and stock on the shop webpage * To work with front of house volunteers and the Brothers to enhance the visitor experience |
| **Other considerations:** | To demonstrate a “can do” flexible approach to undertake such other duties as agreed with the Museum Manager, commensurate with the level and scope of the post, that may be necessary from time to time. The ability and willingness to work out of normal working hours on occasions such as evening events.  To nurture working relationships with key stakeholders including Brothers, Governors and locals and demonstrate effective team working with other departments including Accounts, Comms, Development, Events and Facilities.  The Charterhouse is a 5 day a week operation and regularly hosts events outside its core hours; flexibility to work weekends, during holiday periods, covering other staff members and before/after public opening hours is therefore an essential requirement of the role. The museum will be open Tuesday to Saturday for guided tours at 11am and 2.15pm.  This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse’s overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the Charterhouse’s staff and collections. |