

Visitor Services Assistant – Role profile

Location: Discover Bucks Museum
Reports to: FOH Supervisor/Visitor Services Manager
Responsible for: n/a

Purpose of this role:

Working as part of our FOH team you will provide exceptional customer service, bringing a touch of magic to everything you do. You will be proactively engaging with our visitors about our museum history and exhibits, bringing them to life and encouraging exploration. While working in the shop and the café you will exceed our charitable sales targets, while also ensuring the day-to-day safety and security of our exhibits and our visitors.

Date: **October 2022**

What you will be doing in your role:

Positions: Engaging visitors on our history and exhibits while based in our Art Gallery & Discover Bucks Galleries. Selling tickets and retail items on our admissions desk – encouraging donations & gift aid to meet our charitable targets. While in the café selling food and beverages to our visitors, you will ensure that all hygiene standards are met. Being on a daily rota of positions, working flexibly across the museum including (but not limited to); Tudor Room, Georgian Room, Discover Bucks Exhibition, Art Gallery, Roald Dahl Children’s Gallery, Front Desk & Café.

Customer Experience: To deliver an exceptional level of customer service and a smooth visitor experience across the museum. Making sure that the highest levels of customer service are met by actively anticipating and responding to visitor needs quickly and flexibly.

Brand Ambassador: To be a voice for our brand by encouraging visitors to explore and engage with our history and exhibits. To bring a touch of magic to each interaction.

Knowledge: To gain a good knowledge and understanding of the museum’s history and exhibits. To familiarise yourself with upcoming and new exhibitions and events. To communicate well with all departments to ensure information is accurate. To gain a good knowledge of our ticket options, retail and café offer.

Teamwork: To support all colleagues and work as a joined up FOH team. To support your Supervisors and Visitor Services Manager by being flexible and positive.

Income Generation: To contribute to the museum's income generation by proactively chatting with visitors about our offer. Consistently offering donation, gift aid and membership while selling tickets, and upselling all items where possible. Understanding that we are a charity that needs income to thrive.

Security: To ensure the security and safety of the museum, its exhibits, and our visitors – through up-to-date knowledge and understanding of our fire safety and evacuation procedures, our cash handling procedures, and our food hygiene policies. To have a good awareness and attention to detail.

Safeguarding: To ensure all children, young people and vulnerable adults are safe while at the museum. To be aware of our safeguarding procedures and to follow them if needed to.

Health & Safety: To be aware of, and adhere to, all the museum's policies & procedures.

Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager.

Person Specification

Criteria	Essential	Desirable
Qualifications	Educated to GCSE standard or equivalent	
Experience	Demonstrable understanding and experience of the key elements of excellent customer service. Genuine job satisfaction and enjoyment from being in a front of house role. Warm and friendly disposition.	Previous experience in a customer service or Front of House role
Health & Safety	Understands and demonstrates the importance of health & safety and security	
Cash Handling	Demonstrable understanding of basic cash handling, card payments and EPOS use	Retail/Hospitality experience
Knowledge	Enthusiasm for learning	Interest in museum history & exhibits/local area
Teamwork	Understanding the importance of working as part of a team, being flexible, sharing responsibilities and supporting each other.	