



Title: Visitor Experience Assistant

Department: Visitor Experience

Responsible to: Visitor Experience Duty Manager

Contract: Permanent, part-time. 486 annualised hours (to be worked as below).

Shift Pattern: Approx. 15 hours a week, worked over 2 and 3 consecutive days (as business need) Tuesday – Sunday and Bank Holiday Mondays.

9.30am- 5.30pm, for 37 weeks of the year.

Regular weekend and Bank Holiday work. Occasional evening work for events

Salary: £8.50 per hour

About the Role

The American Museum & Gardens takes you on a journey through the history of America, from its early settlers to the twentieth century. With its remarkable collection of folk and decorative arts, the Museum shows the diverse and complex nature of American traditions. The only museum of Americana outside the United States, it was founded to bring American history and cultures to the people of Britain and Europe.

Visitor Experience Assistants are responsible for ensuring a warm welcome is extended to visitors upon arrival. They are responsible for admissions, orientating visitors, and offering the appropriate information and resources.

Main Duties of Role:

Visitor Welcome

- Ensure that a warm welcome is extended to all visitors, and the highest standards of visitor care are met.
- Help to orientate visitors and share information about the Museum as appropriate
- Ensure visitors are informed about events and activities taking place on-site.
- Ensure that visitors with access needs are offered appropriate resources
- Respond to telephone and email enquiries
- Operating EPOS till system, handling cash and card payments to facilitate admission ticket and membership sales
- Be responsible for the achievement of key museum KPI's- gift aid on entry, membership recruitment, and positive visitor feedback
- Assist with group visit welcome and payment.
- Manage surveys, email capture and special promotions
- Assist the Events and Learning teams with the promotion of event sales, children's trails and workshops
- Orientate visitors about vehicle parking in the correct places eg blue badge, coach, etc
- Answer any visitor queries about object or other physical or financial donations

Security and Health and Safety:

- In the event of an emergency, manage, with others, the emergency procedure.
- Welcome visitors and contractors and ensure they receive the appropriate directions.
- Ensure that policies and procedures, including those relating to health and safety, are continually observed.
- Provide First Aid assistance (if trained) as required.

Other

- Attend Visitor Experience team meetings as required.
- Communicate with staff and volunteers as required.
- Undertake such other duties, consistent with the responsibilities of the post, as may be required from time to time.
- Be accountable for own development, attend training, and stay up-to-date with Museum policies and procedures.
- Work within terms of contract of employment and adhere to the American Museum & Gardens policies and procedures.
- Wear the uniform provided

Person Specification (E= Essential, D=Desirable)

Skills and abilities:

- Excellent customer service skills (E)
- Problem-solving skills and ability to deal effectively with issues as they arise (E)
- Excellent verbal and written communication skills (E)
- Ability to work effectively as part of a small team (E)
- Relevant IT skills: e.g. proficient user of Outlook, Microsoft Office, etc. (E)

Knowledge and Experience:

- Experience/ training in providing First Aid (D)
- Experience/ training in emergency evacuation (D)

Personal attributes:

- Positive approach and drive to improve standards of visitor care (E)
- Enthusiasm for heritage and art collections and interest in the American Museum in Britain (D)
- Commitment to equalities and diversity and an understanding of how these relate to the role (E)

The American Museum & Gardens is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff members to share this commitment.

The American Museum & Gardens is an equal opportunities employer.

To Apply

Please send a CV and an expression of interest letter, giving details of your interest in the position and outlining how you meet the person specification to;

Jon Ducker, Head of Visitor Experience

via jon.ducker@americanmuseum.org

The deadline for applications is 5pm on Wednesday 22nd May 2019.

Interviews will take place on Tuesday 28th or Wednesday 29th May 2019.

If you have not heard from the Museum by the 27th May 2019 please consider your application unsuccessful this time.

We are unable to provide feedback on applications at this stage.