

**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, Bank Holiday Mondays and Mondays in August. Hours to be worked mid-March to end of October and end of November to mid-December. Hours and days may change depending on Museum visitation and other operational activity.

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

**Salary:** £8.50 per hour

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### **About the Role**

The American Museum 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 Experience:**

- Ensure that a warm welcome is extended to all visitors, and the highest standards of visitor care are met.
- Sell admission/event tickets and recruit to our membership scheme.
- 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.

### **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 in Britain's policies and procedures.

### **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 in Britain 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 in Britain is an equal opportunities employer.

**To Apply**

Please send an expression of interest letter, giving details of your interest in the position and outlining how you meet the person specification, by 20<sup>th</sup> April 2018, to [jon.ducker@americanmuseum.org](mailto:jon.ducker@americanmuseum.org) or by post to the American Museum in Britain, Claverton Manor, Bath BA2 7BD.

Interviews will be held on the 27<sup>th</sup> April 2018.

Revised April 2018