

## Vacancy Summary

<b>Job Title:</b>	Visitor Services Assistant
<b>Salary:</b>	£8,288 per annum (FTE £18,585 p.a.)
<b>Location:</b>	Willis Museum and Sainsbury Gallery, Basingstoke
<b>Hours:</b>	16.5 per week
<b>Type of Contract:</b>	Permanent, part time

## Is excellent customer service your passion?

As Visitor Services Assistant you'll be part of the committed, supportive team at [Willis Museum and Sainsbury Gallery](#) and will provide excellent customer service ensuring that the museum, gallery, café and shop are friendly and welcoming spaces.

Whether it's answering questions in our gallery or museum spaces, ensuring that we have a ready supply of cakes and are following the required safety standards in our café, or promoting gifts in our busy shop, you will enhance our visitors' experience. With a supportive and caring approach you'll lead and develop our dedicated, operational volunteer team. Together with the venue team, you will support the Venue Manager to assist in the planning and delivery of museum events and activities.

The Willis Museum is open Wednesday to Sunday and we are looking for people who would like a permanent role working a flexible monthly rota which will include alternate weekends and some evenings.

## A bit about you

You'll understand the value of exceptional customer service! You'll bring experience of working in team and within a customer service or visitor led environment, with a strong focus on best practice and health and safety. You'll be organised and have experience of working with Microsoft Office applications. You'll have a positive and proactive approach and the ability to communicate effectively with all. Our culture is caring and collaborative so your ability to build relationships with team members, volunteers and the general public will be critical.

## What it's like to work for us

At Hampshire Cultural Trust we have a vision to create inspirational culture experiences that enrich and transform lives. We manage and support 23 attractions across Hampshire and deliver county-wide outreach programmes that bring great culture to local communities. We also deliver a diverse range of wider social impact initiatives targeted at those who are most vulnerable or disadvantaged and who would not usually have access to arts and culture.

We are committed to promoting equality and diversity and a culture that actively values difference. We recognise people from different backgrounds and experiences bring valuable insights to the workplace and enhance the way we perform and work. Our levels of employee engagement are high and our organisational culture positive.

The benefits of working for us

- 25 days annual leave (pro-rated for part time working)
- Pension
- Life Assurance
- Cycle to Work Scheme
- Health Cash Plan
- Employee Support Programme
- Opportunities to learn, develop and progress
- Team Card - Free access in our fee paying venues and discounts across café and retail.

To apply please forward a copy of your CV together with a cover letter explaining why you would excel in this role to [people@hampshireculturaltrust.org.uk](mailto:people@hampshireculturaltrust.org.uk). Please note applications without a cover will not be considered.

**Closing date for applications:** 1 August 2021

**Interview date:** 13 August 2021