

Job Title	Visitor Experience Assistant
Job Level	
Location	Winchester
Workstream	Destination Winchester
Function	
Line Manager	Duty Manager – - Heritage
People Leadership	None
Diversity and Inclusion We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose To ensure high quality visitor experience in Winchester museums, which may include front of house, health and safety, collections, events and ensuring all areas are kept clean and presented to a high standard.	
Responsibilities <ul style="list-style-type: none"> ▪ Always deliver a high standard of customer service, across all areas including welcome, ticketing, sales, bookings, events and retail to ensure a positive visitor experience. ▪ Assist visitors with their enquiries and actively promote cross-venue visits. ▪ Support the Duty Manager to continually improve ways of working and actively contribute own ideas to overall improvements within the venues. ▪ Effectively work with colleagues and build positive working relationships for the benefit of the team and visitors. ▪ Comply with health and safety regulations to ensure safety of colleagues and visitors. ▪ Supervise, support and train volunteers who regularly work across the venues. ▪ Proactively undertake all cleaning duties as designated, to provide high standards of cleanliness throughout the venues. ▪ Ensure contents and premises are safe and secure, follow operation procedures to ensure security and safety. ▪ Be responsible for the day-to-day operation of the site (including fire evacuation and health and safety checks) ▪ Support the Duty Manager in the delivery of a high-quality, commercial retail offer including sales, point of sale, signage, cashing up and banking. ▪ Support the effective delivery of all venue events and activities including developing own ideas, conducting tours, hosting, administration and costumed visitor engagement. ▪ Responsible for collating and inputting relevant data to include visitor figures into the venue’s database, and supporting ticketing administration ▪ Responsible for completion of required records such as ACCP, cleaning records, reporting maintenance issues and health and safety documentation. ▪ Follow agreed financial procedures, including maintenance of admission and sales records, cashing up, weekly banking and paying in receipts. 	
Other duties <ul style="list-style-type: none"> ▪ To provide cover across other Winchester venues as required. ▪ To undertake any other duties or projects as required by the organisation. ▪ The post holder must be willing to undertake duties outside normal working hours. 	
Working Conditions – The following section provides an outline of the working conditions that may be encountered in this role:	

- Manual handling of objects 10kg+ on a daily basis
- User of Display Screen Equipment – desktop PC and laptop
- Lone working
- Required to wear Personal Protective Equipment (PPE) when necessary
- May have contact with Control of Substances Hazardous to Health (COSHH),
 - Cleaning chemicals; vermin control; mould/fungi; waste; human blood and/or human bodily fluid e.g. First Aid;
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Experience, Skills and Qualifications:

Essential:



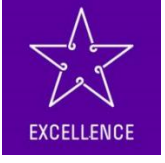



- Pro-active, positive and flexible approach with the ability to use own initiative.
- Good communications skills to interact with customers, colleagues and volunteers.
- Experience of working effectively as part of a small team.
- Administration, time management and IT skills.

Desirable:

- Customer service experience within a customer focused industry.
- Commercial or retail knowledge.
- Awareness of health and safety and related policies and regulations.
- Interest in history and the arts, particularly within Winchester.
- Working with and supervising volunteers.
- Assisting and supporting family events.

<p>Working with People</p> <ul style="list-style-type: none"> ▪ Demonstrates an interest in and understanding of others. ▪ Adapts to the team and builds team spirit. ▪ Recognises and rewards the contribution of others, Listens, consults others and communicates proactively. ▪ Supports and cares for others. ▪ Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses 	<p>Coping with Pressure & Setbacks</p> <ul style="list-style-type: none"> ▪ Works productively in a pressurised environment. ▪ Keeps emotions under control during difficult situations. ▪ Handles criticism well and learns from it. ▪ Balances the demands of a work life and a personal life. ▪ Maintains a positive outlook at work. Handles criticism well and learns from it.
<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> ▪ Adapts to changing circumstances. ▪ Accepts new ideas and change initiatives. ▪ Adapts interpersonal style to suit different people or situations. ▪ Shows respect and sensitivity towards cultural and religious differences. ▪ Deals with ambiguity, making positive use of the opportunities it presents 	<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> ▪ Focuses on customer needs and satisfaction. ▪ Sets high standards for quality and quantity. ▪ Monitors and maintains quality and productivity. ▪ Works in a systematic, methodical and orderly way ▪ Consistently achieves project goals.
<p>Following Instructions & Procedures</p> <ul style="list-style-type: none"> ▪ Appropriately follows instructions from others without unnecessarily challenging authority. ▪ Follows procedures and policies. ▪ Keeps to schedules. ▪ Arrives punctually for work and meetings. ▪ Demonstrates commitment to the organisation. ▪ Complies with legal obligations and safety requirements of the role. 	<p>Planning and Organising</p> <ul style="list-style-type: none"> ▪ Sets clearly defined objectives. ▪ Plans activities and projects well in advance and takes account of possible changing circumstances. ▪ Identifies and organises resources needed to accomplish tasks. ▪ Manages time effectively. ▪ Monitors performance against deadlines and milestones.

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	Leanne Campbell	Date:	July 2021
HR Review by	Anne Horn	Date:	July 2021