

## Role profile

<b>Job Title</b>	Team Member - General
<b>Location/coverage</b>	Milestones Museum and Basing House, Basingstoke
<b>Line Manager</b>	Head of Operations
<b>Salary</b>	£17,048 FTE per annum (2018/19 rate)

## Purpose of role:

To undertake all designated duties within Milestone Museum and Basing House, which may include front of house, food and beverage and costumed visitor engagement functions, whilst ensuring all areas are kept clean and presented to a high standard. To ensure the delivery of a positive experience to all Hampshire Cultural Trust (HCT) customers and assist with the overall successful operation of the venues. To ensure standards of delivery in accordance with HCT working practice and business systems, policies and objectives. To deputise in the absence of the duty manager, where appropriate. To effectively support the strategy, vision values and mission of the HCT.

## Main Responsibilities:

### Customer service

- Deliver high standards of customer service at all times providing a positive customer experience.
- Develop a knowledge of the collection, exhibitions, events and services across all areas of Basingstoke venues and the wider Hampshire Cultural Trust to assist with visitor enquiries.
- Support Duty Managers 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 customers.
- Comply with health and safety regulations to ensure safety of colleagues and customers.

### Food and Beverage Function

- Assist with all food and beverage duties as designated, including preparation and service of food and beverage products to the highest standard.
- Ensure all food and beverage areas are clean and presented to a high standard.
- Be diligent in the responsible service of alcohol.
- Comply with Food Hygiene standards and regulations as directed.

### Front of House Function

- Be positive and informative to all customers, to assist with the effective delivery of the welcome, ticket sales, bookings and retail.

- Identify and maximise sales opportunities whenever possible.
- Ensure all front of house areas are kept clean and presented to a high standard.
- Ensure compliance with HCT's cash handling policy and procedures.
- Carry out all designated duties to the highest standard.

#### **Activity Function**

- Assist with the effective delivery of all Museum functions, packages, conferences and other events.
- Where appropriate undertake costumed visitor engagement to ensure an unforgettable customer experience.

#### **Site and Facilities**

- Undertake all cleaning duties, efficiently and effectively, as designated, to provide high standards of cleanliness throughout the venues.
- Have a proactive approach to reviewing and maintaining good standards of cleanliness throughout the venues at all times.
- Ensure contents and premises are safe and secure, follow operation procedures to ensure security and safety.

#### **Reporting**

- Complete mandatory records as required by HCT (HACCAP, cleaning records, report 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.

#### **Volunteers and Staff**

- Support and enable volunteers where applicable as directed by the Duty Manager to ensure the provision of an unforgettable customer experiences.
- Encourage volunteers to promote and participate in events and activities at the venues.

#### **Other duties**

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

#### **Corporate and statutory initiatives - equalities/health and safety/environmental sustainability**

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.

**Key competencies of role:**

Working with People  
Planning and Organising  
Following Instructions and Procedures  
Delivering Results and Meeting Customer Expectations  
Adapting and Responding to Change  
Coping with Pressures and Setbacks

**Person Specification (competence requirement):**

**Essential qualifications**

- Educated to GCSE level, including Maths and English or NVQ Level 1 and relevant experience

**Essential knowledge, skill and experience**

- Customer facing work experience within the heritage, tourism, hospitality or a customer focused industry
- Good communications skills to interact with customers, colleague and volunteers
- Good IT skills and knowledge
- Ability to work on own initiative or as directed
- Commercial or retail knowledge

**Desirable qualifications, skills, knowledge or experience**

- Basic food hygiene certificate
- Personal licence to sell alcohol

**Working Conditions:**

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight 10kg+ on a daily basis
- Using Display Screen Equipment – Desktop PC and Laptop
- Working with food, food handling
- Wearer of Personal Protective Equipment
- Driving own vehicle for work purposes
- COSHH (Control of Substances Hazardous to Health) – Biological: human blood or bodily fluid, waste
- COSHH (Control of Substances Hazardous to Health) – Chemical: regular contact with any chemicals including cleaning chemicals