






Job Title	Team Member – General
Job Level	TBC
Location	Milestones Museum & Basing House
Workstream	Milestones & Basing House
Function	Front of House
Line Manager	Operations Manager
People Leadership	n/a
Diversity & Inclusion We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose A versatile Front of House position that serves as the main point of contact for visitor interactions within venues. The role fulfils a range of customer-focussed duties across visitor welcome, retail, food & beverage and visitor engagement, and is responsible for upholding the highest standards of customer service and operational excellence.	
Responsibilities <ul style="list-style-type: none"> • Deliver the highest standards of customer service at all times, contributing to an excellent visitor experience within our venues. • Develop a knowledge of the collection, exhibitions, events and services across all areas of Hampshire Cultural Trust to assist with visitor enquiries. • Provide a positive and friendly welcome, taking our visitors through the admissions and booking process, while informing them of any promotions or additional activities taking place at that time. • Serve visitors confidently from within our catering outlets, ensuring that products are prepared and presented to the highest standards and in line with all relevant Food Hygiene and licensing regulations. • Operate all point of sale systems, ensuring compliance with the trust’s cash handling policies and financial procedures. • Identify and maximise opportunities for generating additional income wherever possible, acknowledging the benefit of commercial revenue within the wider trust. • Maintain high visual standards across merchandising and all front of house areas, taking a proactive approach to tidying and cleanliness at all times. • Follow operating procedures and comply with all necessary Health & Safety guidance, undertaking the appropriate training to open our venues to the public and carry out the role safely. • Support any other duties as required. 	
Experience, Skills and Qualifications: <u>Essential:</u> <ul style="list-style-type: none"> • Experience working within a customer lead environment • An excellent communicator, who enjoys face to face interactions and meeting new people • Strong IT skills, including Microsoft Office Applications. • A strong desire to uphold the highest standards of customer expectations • Experience of working as part of a team. • Able to work to a flexible schedule, including weekend working and some evenings <u>Desirable:</u> <ul style="list-style-type: none"> • Experience working within the heritage, tourism or retail industry • Experience working within a catering establishment 	

<p>Delivering Results and 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 and 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>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 and 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
<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 an interest in new experiences • Deals with ambiguity, making positive use of the opportunities it presents 	<p>Relating and Networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others

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:	David Trevithick	Date:	May 2021
People Team Review by:	Ameena Rahman	Date:	June 2021