

Role profile

Job Title	Visitor Services Assistant
Location	Rockbourne Roman Villa, Fordingbridge
Line Manager	Community Manager

Purpose of role:

To provide excellent and engaging visitor services for visitors to Rockbourne Roman Villa. To be responsible for supervising the volunteers, retail functions, the care and security of the museum building and site, and day to day operations.

Main Responsibilities:

Volunteers

- Organise and rota the volunteer team to ensure that the site is sufficiently staffed during open hours and able to provide welcoming, compelling, informative and engaging customer experiences through front of house and retail offering.
- Encourage and support volunteers to participate in events and activities at the venue.
- Assist senior team in recruiting and developing the volunteer team.

Customers

- Promote and demonstrate the provision of excellent customer service.
- Assist in ensuring procedures are in place to meet required customer service standards in retail and café areas.
- Ensure accurate cash handling, till procedures and cashing up.
- Ensure effective communication and administration at every point of contact with potential customers.
- Assist senior staff to provide and communicate local events and programme.

Site and facilities management

- Supervise and assist with cleaning and preparation of the site to ensure a high standard of cleanliness and safety is achieved.
- Be a key holder and ensure contents and premises are secure, operate security systems and attend call outs, if required.
- Ensure that the site is well maintained (internal and external spaces).
- Ensure effective stock management and ordering for all retail and catering requirements.
- Be responsible for the day to day operation of the site (including fire evacuation and health and safety checks).

Events

- Help with planning, preparation and delivery of events.

- Provide administrative support for all events and programmes.

Reporting

- Responsible for collating and inputting visitor figures and other related information.
- Assist senior staff in the preparation of reports for Leadership as required.

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:

- 2.1 Working with People
- 6.1 Planning and Organising
- 6.2 Delivering Results and Meeting Customer Expectations
- 6.3 Following Instructions and Procedures
- 7.1 Adapting and Responding to Change
- 7.2 Coping with Pressures and Setbacks

Person Specification (competence requirement):

1. Essential qualifications

- Minimum of 5 GCSEs at grades A*-C (or equivalent qualifications)

2. Essential knowledge/skill/experience

- Experience of supervising and being part of a small team
- Demonstrable experience of providing excellent customer service and interacting positively with the public
- Administration, time management and IT competence
- Numeracy and accuracy for cash handling/ use of automated tills
- Understanding of correct applications of Health and Safety and related policies and regulations
- Pro-active and positive approach towards tasks and people

3. Desirable qualifications

- NVQ level 2 Heritage & Visitor studies
- Welcome Host or equivalent
- First aid certificate
- HSE

4. Desirable skills, knowledge, experience

- Strong interest/knowledge of local history
- Facilities management
- Experience of working with volunteers
- Retail or catering experience

Working Conditions:

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

- Frequent handling of objects up to 5kg
- Regular use of Display Screen Equipment/desktop PC
- Lone working
- Working outdoors
- May have contact with Control of Substances Hazardous to Health (COSHH),
 - Biological e.g. soil