






Job Title	Visitor Services Assistant
Job Level	TBC
Location	Westbury Manor Museum
Workstream	Community
Function	Museums
Line Manager	Community Manager
People Leadership	None
Diversity and Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
To provide excellent customer service, ensuring all visitors have an engaging, high quality experience and support in the delivery of the venue plan.	
Responsibilities	
<ul style="list-style-type: none"> • Provision of consistent levels of engaging and high quality of customer service to all customers. • Support the operations of the venue which includes but is not limited to: <ul style="list-style-type: none"> ○ Leading the operation of the café. ○ Daily venue operations tasks ○ Supervising and assisting with the cleaning and preparation of site. ○ Accurate completion of cash handling and banking activities. ○ Opening and closing of venues, carrying out checks to confirm the security of site. ○ Attend call outs, if required. • Training the volunteer team to provide welcoming, compelling, informative and engaging customer experiences through the catering and retail offering. • Assist the planning, preparation and delivery of events. • Supporting the venues commercial targets including creating and managing regular promotions and offers. <p>Updating Health and safety and operational documents/procedures, ensuring clear communication to the wider venue team.</p> <p>Support any other duties as required.</p>	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Developed knowledge of customer service best practice • Experience of providing excellent customer service and interacting positively with the public. • Experience of working as part of a team. • Strong IT skills, including Microsoft Office Applications. 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • Experience in catering or hospitality industry • Working with and/or supervising volunteers 	

<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 <p>Consistently achieves project goals</p>	<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.
<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 	<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>Creating and Innovating</p> <ul style="list-style-type: none"> • Produces new ideas, approaches, or insights • Creates innovative products or designs • Produces a range of solutions to problems • Seeks opportunities for organisational improvement • Devises effective change initiatives 	<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

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:	Emma Banks	Date:	April 2021
People Team Review by:	Ameena Rahman	Date:	April 2021