
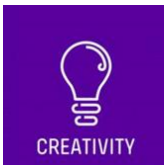


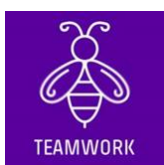



<b>Job Title</b>	Visitor Services Assistant
<b>Job Level</b>	TBC
<b>Location</b>	Willis Museum and Sainsbury Gallery
<b>Workstream</b>	Culture Hubs
<b>Function</b>	Museums
<b>Line Manager</b>	Venue Manager
<b>People Leadership</b>	None
<b>Diversity and Inclusion</b>	
We are committed to promoting equality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

<p><b>Delivering Results and Meeting Customer Expectations</b></p> <ul style="list-style-type: none"> <li>• Focuses on customer needs and satisfaction</li> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical and orderly way</li> <li>• Consistently achieves project goals</li> </ul>	<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• Sets clearly defined objectives</li> <li>• Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>• Identifies and organises resources needed to accomplish tasks</li> <li>• Manages time effectively; monitors performance against deadlines and milestones</li> </ul>
<p><b>Relating and networking</b></p> <ul style="list-style-type: none"> <li>• Establishes good relationships with customers and staff</li> <li>• Builds wide and effective networks of contacts inside and outside the organisation</li> <li>• Relates well to people at all levels</li> <li>• Manages conflict</li> <li>• Uses humour appropriately to enhance relationships with others</li> </ul>	<p><b>Adapting and Responding to Change</b></p> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances</li> <li>• Accepts new ideas and change initiatives</li> <li>• Adapts interpersonal style to suit different people or situations</li> <li>• Shows respect and sensitivity towards cultural and religious differences</li> <li>• Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>
<p><b>Creating and Innovating</b></p> <ul style="list-style-type: none"> <li>• Produces new ideas, approaches, or insights</li> <li>• Creates innovative products or designs</li> <li>• Produces a range of solutions to problems</li> <li>• Seeks opportunities for organisational improvement</li> <li>• Devises effective change initiatives</li> </ul>	<p><b>Following Instructions and Procedures</b></p> <ul style="list-style-type: none"> <li>• Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>• Follows procedures and policies</li> <li>• Keeps to schedules</li> <li>• Arrives punctually for work and meetings</li> <li>• Demonstrates commitment to the organisation</li> <li>• Complies with legal obligations and safety requirements of the role</li> </ul>

**Values**

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