

Role profile

Job Title	Visitor Services Assistant
Location	Winchester venues
Line Manager	Duty Manager – Winchester
Salary	£17,536 FTE per annum

Purpose of role:

To provide visitor and commercial services for visitors to Winchester venues, which may include front of house, health and safety, cleaning and events. 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 HCT.

Main Responsibilities:

Customer service

- Deliver high standards of customer service at all times, providing a positive customer experience.
- Develop a knowledge of the collections, exhibitions, events and services of all Winchester venues and the wider Hampshire Cultural Trust to assist with visitor enquiries and promote cross-venue visits.
- Ensure appropriate resources are in place to be able to provide a consistently outstanding service for our visitors.
- Support the Duty Manager 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.

Volunteers and staff

- Supervise, support and enable volunteers as directed by the Duty Manager to ensure the provision of exceptional customer experiences.
- Encourage volunteers to promote and to participate in events and activities at the venues.

- Support the Duty Manager with their recruitment, training and development.

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.
- Be responsible for the day to day operation of the site (including fire evacuation and health and safety checks).
- Monitor the condition of collections and exhibits as directed.

Retail

- Deliver a high quality retail offer in the shop that is suitable for our customers and assist the Duty Manager in the sourcing and ordering.
- Ensure high standards of presentation and customer service are achieved at all times and all point of sale and signage is clear, effective and consistent with branding at all times.
- Actively promote the retail offer.
- Be responsible for the day to day financial operation of the venue e.g. cashing up, banking, etc.

Activity function

- Support the effective delivery of all venue events and activities including educational visits.
- Assist with marketing opportunities as directed.
- Provide administrative support for events and activities as directed.

Reporting

- Collate and input visitor figures and other related information into the venue's database.
- 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.

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, skills and experience

- Customer service experience within heritage, tourism, hospitality or a customer focused industry.
- Good communications skills to interact with customers, colleagues and volunteers.
- Experience of working effectively as part of a small team.
- Commercial or retail knowledge.
- Administration, time management and IT skills.
- Ability to work on own initiative or as directed.
- Pro-active, positive and flexible approach towards tasks and people.

- Awareness of health and safety and related policies and regulations.

Desirable qualifications, skills, knowledge, or experience

- Customer Care training
- Interest in history and the arts, particularly within Winchester
- Working with and supervising volunteers
- Assisting and supporting family events

Working Conditions:

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

- Manual handling of objects 10kg+ on a daily basis
- User of Display Screen Equipment – desktop PC and laptop
- Lone working
- Required to wear Personal Protective Equipment (PPE)
- May have contact with Control of Substances Hazardous to Health (COSHH), Biological: Animals, birds, reptiles, vermin control, mould/fungi e.g. mouldy vegetable matter/bird handling, human blood and/or human bodily fluid e.g. First Aid
- May have contact with Control of Substances Hazardous to Health (COSHH), Chemical: cleaning chemicals
- Use of own vehicle for work purposes