

Current Opportunities



CULTURE
COVENTRY

Position: Casual Visitor Services Assistants
Pay: NMW/NLW
Location: Herbert Art Gallery and Museum
Working pattern: Zero Hours Contract

About the role

Culture Coventry are looking for Visitor Services Assistants to join the Visitor Services team at Herbert Art Gallery and Museum on a casual basis, and help deliver an exceptional customer experience to our visitors, helping them gain a full appreciation and enjoyment of our collections and Coventry's rich history.

As a Visitor Services Assistant your role will be to help maintain a presence in the galleries and exhibitions, ensuring that they are a clean and safe environment for our visitors, as well as maintaining the safety and security of the collections.

You will also be the first point of contact for visitors, so you will be required to develop and maintain a good knowledge of our collections, as well as Coventry's history and local attractions, to enable you to interact with and support visitors to make the most of their visit.

About the organisation

Culture Coventry Trust is one of Britain's most exciting arts and heritage organisations. Its mission is to promote innovative and creative arts activities in ways which help to establish them as a significant part of people's lives. The Trust supports a regular programme of exhibitions, educational workshops and performances and attracts over 700,000 visitors of all ages per year.

Within the Trust we have Coventry Transport Museum, The Herbert Art Gallery & Museum and the Old Grammar School, which are all situated in the heart of Coventry and the Lunt Roman Fort less than three miles away on the outskirts of the City.

We are looking for candidates who have:

- A good understanding of the importance of customer service.
- Experience within a customer service setting.
- Strong communication skills – with a confident and friendly manner and able to adapt the communication style when needed.
- Are comfortable promoting retail promotions and maximising opportunities for donations to the museum.
- A positive and flexible 'can do' attitude.
- The ability to multitask and stay calm under pressure.
- Initiative to help problem solve when dealing with enquiries/situations that may arise.
- A willingness to develop and maintain knowledge of our collections and Coventry's history.

Key responsibilities will include:

- Interacting with visitors to support an enjoyable experience when visiting the museum.
- Acting as a first point of contact and providing information to visitors on collections, events and activities taking place across the Trust.
- Maintaining the gallery and exhibition spaces to ensure they are clean and safe for visitors.
- Ensuring the collections are safe and secure and interactive equipment is functional for visitor use.
- Working together with colleagues to promote retail offers, events, donations to support the sustainability of the Trust.

Please apply using our application form and submitting it to vacancies@culturecoventry.com

Closing date for applications: 21st May 2021

Interview Dates: TBC