

# JOB DESCRIPTION



**ROLE:** Casual Visitor Services Assistant

**CONTRACT:** Casual

**LOCATION:** Herbert Art Gallery and Museum

**WORKING HOURS:** 0

**RESPONSIBLE TO:** Duty Managers

**SALARY:** Grade 2

**RESPONSIBLE FOR:** N/A

## **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE:**

- To deliver an exceptional visitor experience that enables all visitors to our museums to easily access and engage with our collections, exhibitions, events and activities.
- To maintain a presence in the galleries and exhibitions to ensure clean and safe environment for our visitors and the safety and security of the collections.
- To actively promote the retail offers at the museum as widely as possible so that sale and donations are maximised.

## **MAIN DUTIES AND RESPONSIBILITIES:-**

### **Visitor Experience**

- Interact with visitors, providing a visible and welcoming point of contact, giving information and customer care to visitors to the museums, galleries and exhibitions to enhance the visitor experience.
- Interact, interpret with and guide visitors through the displays and collection items housed at the museums, galleries and exhibitions.
- Develop and maintain a working knowledge of the history and attractions of museums, galleries and exhibitions to assist with the visitor enquiries. Provide up to date information to visitors both verbally and through promotional material.
- Know and promote the City of Coventry and signpost visitors to key attractions.
- Promote and operate the simulator safely, as directed by the Duty Manager.
- Checking the equipment in the working area is functioning and that items on display are secure and undamaged, reporting problems to the Duty Manager.
- Work as required to maintain satisfactory staffing levels to enable the visitors to enjoy a safe, enjoyable and comfortable visit.
- Be aware and be able to assess and deal with challenging visitors/situations in line with procedures.

### **Clean, Safe & Secure Environment**

- Contribute at all times to the general upkeep of the buildings by reporting significant items of concern to the Duty Manager and by suggesting improvements to, and work required around, the museums, galleries and exhibitions.
- Carry out cleaning work as directed by the Duty Manager, using appropriate and approved materials in the following areas:
  - Buildings
  - Interpretive displays
  - Public toilets
  - Collection items

- Operates equipment and uses chemicals only as directed by a competent person in agreement with Duty Manager.
- Seek to ensure the security of the buildings and the collection by means of:
  - Responding to any security alerts promptly.
  - Monitoring the movement of contractors, volunteers, students who are approved access to the premises.
  - Monitoring the movement of people, allowed access to secure areas of the premises, including contractors, hirers, volunteers, researchers and students.
  - Locking and unlocking the museum premises.
  - Carrying out a designated role in the event of an evacuation of the premises due to an emergency.
- Undertake regular checks of firefighting equipment i.e. fire extinguishers
- Under the direction of the Duty Manager, train and support employees, workers and volunteers to required standards.

#### **Exhibitions and Collection Care**

- Help researchers in the museum and be responsible for the security of objects when in use by researchers.
- Move objects as required and help with preventative conservation.
- Ensure that the items in the exhibition are properly displayed, including the arrangement of security barriers, the provision and maintenance of appropriate signs and labels and operate audio visual and similar equipment as required.

#### **General Duties**

- Meet arriving visitors in car park areas to direct to meetings, events etc.
- Driving vehicles as required (no Museum collections)
- Escorting items in transit
- Assist with the loading and unloading of vehicles for deliveries.

#### **GENERAL RESPONSIBILITIES:-**

- To embrace and lead by example on the company's key values;
- Identify and review risks with your Line Manager as part of the organisational risk register;
- Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement;
- Ensure adherence to all Trust policies and procedures;
- Ensure your teams comply with and understand all Health & Safety policies and requirements;
- Support and input into the organisational digital strategy as required;
- Identify and collaborate with potential key external stakeholders;
- Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and
- Ensure adherence to the GDPR in respect of all data collected and maintained.
- To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company.
- To promote Equality and Diversity and ensure full compliance with Company policy.
- To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position.

# PERSON SPECIFICATION

Criteria	Essential	Desirable	Evidence
Customer focused with the ability to identify customer audiences.	<input checked="" type="checkbox"/>		Application/Interview
Good communication skills both face-to-face and in writing.	<input checked="" type="checkbox"/>		Application/Interview
A team player with an approachable manner	<input checked="" type="checkbox"/>		Application/Interview
Sensitive to the different cultural backgrounds of Coventry's diverse communities.	<input checked="" type="checkbox"/>		Application/Interview
A flexible approach to work with people and the ability to respond to differing needs.	<input checked="" type="checkbox"/>		Application/Interview
Demonstrable interest in the arts and heritage sector.	<input checked="" type="checkbox"/>		Application/Interview
Experience in delivering a proactive and high level of customer experience.	<input checked="" type="checkbox"/>		Application/Interview
Self-motivated with the ability to take the initiative	<input checked="" type="checkbox"/>		Application/Interview

**Date Created:** April 21

**Date Amended:**