

## Important Information about the Job



<b>Job Title</b>	Visitor Services Assistant – casual contract
<b>Salary</b>	£9.00 per hour (equivalent to £17,360 per annum full time).
<b>Location</b>	Somerset Rural Life Museum, Chilkwell Street, Glastonbury, Somerset BA6 8DB
<b>Hours of Work</b>	This post is offered as a casual (zero hours) contract. Hours to be worked will be agreed in advance.
<b>Contract</b>	Ongoing zero hours contract
<b>Probationary Period</b>	The Trust has a standard probationary period for all employees of six months.
<b>Leave</b>	<p>The annual leave entitlement for this position is 23 days per year on a pro rata basis. Public holidays are additional to the annual leave given on a pro rata basis.</p> <p>As this is a casual position, the Trust makes an additional payment per hour worked for holiday pay.</p>
<b>Notice Period</b>	<p>The notice required during the probationary period is one week.</p> <p>Following completion of the probationary period, notice required is one month from either the employee or the Trust.</p>
<b>Disclosure and Barring Service Check</b>	A Disclosure and Barring Service (DBS) check may be required for this position.

## Job Description

<b>Job Title</b>	Visitor Services Assistant, Somerset Rural life museum
<b>Reports To</b>	Museum Manager
<b>Responsible for</b>	Visitor Experience at the Somerset Rural Life Museum
<b>Team</b>	Somerset Rural Life Museum
<b>Job Purpose</b>	<p>This post is part of the Visitor Services Team at the Somerset Rural Life Museum, which aims to create a welcoming, accessible, successful and vibrant visitor attraction.</p> <p>The postholder ensures that visitor contact is a positive experience and that visitors gain prompt access to information or services, whilst maintaining security of the collections.</p>
<b>Working Relationships</b>	<p><b>Internal:</b> All Staff and volunteers</p> <p><b>External:</b> The general public and contractors</p>
<b>Additional Information</b>	<p>It is desirable that the post holders live within a short travel time of the museum to enable attendance of out-of-hours call outs, when there is a requirement to attend within 15 minutes of being called.</p> <p>You must be available and willing to work evenings, Bank Holidays and Sundays as necessary for events, openings, talks etc. The Museum opens on Sundays from Easter to the end of October. During these periods, more regular Sunday working will be required. Time off in lieu will be given for this.</p> <p>A high proportion of time is spent actively patrolling the premises. The work also involves regular movement of chairs, tables and other sometimes large or heavy objects.</p>

## Key Responsibilities and Tasks

1. Provides advice, information, support and practical assistance to visitors to ensure that first class customer service is delivered face to face, by telephone and electronically in accordance with organisational and professional museum standards, systems and procedures.
2. Maintains the cleanliness of premises and grounds.
3. Assists in the opening and closing of the Somerset Rural Life Museum, and in the maintenance and proper operation of the site's security and emergency systems, and ensures that associated records are correctly maintained.
4. Takes bookings and undertakes practical arrangements for group visits, events and weekend/evening functions (including school groups, commercial hire, lectures and charitable events run by external organisations), such as opening up premises, liaising with catering, and ensuring that chairs, refreshments and equipment are laid out.
5. Undertakes shop till sales, participates in shelf filling and stock taking and banks income. Ensures that front-of-house visitor information is kept up-to-date and replenished at all times.
6. Assists with or leads guided tours, birthday parties and family activities.
7. Attends out of hours alarm activations and other calls out for emergencies at the Somerset Rural Life Museum. These may occur at any time, including nights and weekends.
8. The job holder is required to follow and comply with all policies and procedures of the Trust which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
9. Upholds the working values and expectations of the South West Heritage Trust.
10. Carries out other duties relevant to the post as reasonably required by your line manager.

## Person Specification

To succeed in this role you will need to demonstrate how you meet the following requirements. **E** = essential requirement, **D** = desirable requirement

### Qualifications

- E** Qualifications 4 GCSE passes (inc. maths and English) or equivalent (A\* to C).
- D** NVQ 2 or equivalent in a customer service-related subject.

### Experience

- E** Experience of working in a front-of house customer/visitor service team serving a high-volume, diverse range of visitors of all ages.
- D** Experience of similar work in a museum/heritage visitor attraction setting (eg English Heritage/ National Trust).
- D** Retail experience.
- D** Involvement in helping to organise and assisting at events.
- D** Experience of cleaning or caring for public areas.

### Skills / Knowledge

- E** Very good interpersonal, problem solving and time management skills.
- E** A broad understanding of premises management issues related to a publicly accessible building, including health and safety, security, ICT and other technical equipment.
- E** Confident and comfortable with using computers and other technical equipment (e.g. tills). The museum displays feature many high-tech IT installations.
- E** Able to respond appropriately and sensitively to the diverse needs of visitors, for example people with disabilities, children and families, overseas visitors.
- D** Basic knowledge of Somerset's history and heritage.

### Attributes

- E** Cheerful, outgoing personality; friendly, caring and welcoming disposition towards all our visitors.
- E** Enthusiastic about Somerset's history and heritage.
- E** Available and willing to work evenings, Bank Holidays and Sundays as necessary for events, openings, talks etc. The Museum opens on Sundays from Easter to the end of October.