

Important Information about the Job



Job Title	Visitor Services Assistant
Salary	£16,881 per annum
Location	Somerset Rural Life Museum, Abbey Farm, Chilkwell Street, Glastonbury, BA6 8DB
Hours of Work	Full-time post, working 37 hours over a 7-day week on a rota basis
Contract	Fixed-term for three years
Probationary Period	The Trust has a standard probationary period for all employees of six months
Leave	The annual leave entitlement for this position is 23 days in addition to the 8 public holidays per year
Notice Period	The notice required during the probationary period is one week. Following completion of the probationary period, notice required is one month from either the employee or the Trust
Disclosure and Barring Service Check	A Disclosure and Barring Service (DBS) check may be required for this position

Job Title	Visitor Services Assistant, Somerset Rural Life Museum
Reports To	Assistant Visitor Services Manager
Responsible for	Visitor experience at The Somerset Rural Life Museum
Team	Somerset Rural Life Museum
Job Purpose	These posts are part of the Visitor Services Team at the Somerset Rural Life Museum, which aims to create a welcoming, accessible, successful and vibrant visitor attraction. The post holders ensure that visitor contact is a positive experience and that visitors gain prompt access to information or services, whilst maintaining security of the collections.
Working Relationships	Internal: All Staff and volunteers External: the general public and contractors
Additional Information	<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 and Bank Holidays as necessary for events, openings, talks etc. Time off in lieu will be given for this. The Museum also opens on Sundays from Easter to the end of October and so during these periods, regular Sunday working will be required.</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>

Job Description – 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 hirings, 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 holders are 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:

	<i>Essentials</i>	<i>Desirables</i>
Qualifications	4 GCSE passes (inc. maths and English) or equivalent (A* to C).	NVQ 2 or equivalent in a customer service-related subject.

	<i>Essentials</i>	<i>Desirables</i>
Experience	<p>Experience of working in a front-of-house customer/visitor service team serving a high-volume, diverse range of visitors of all ages.</p>	<p>Experience of similar work in a museum/heritage visitor attraction setting (eg English Heritage/ National Trust).</p> <p>Retail experience.</p> <p>Involvement in helping to organise and assisting at events.</p> <p>Experience of cleaning or caring for public areas.</p>
Skills / Knowledge	<p>Very good interpersonal, problem-solving and time management skills.</p> <p>A broad understanding of premises management issues related to a publicly accessible building, including health and safety, security, ICT and other technical equipment.</p> <p>Confident and comfortable with using computers and other technical equipment (e.g. tills). The museum displays feature many high-tech IT installations.</p> <p>Able to respond appropriately and sensitively to the diverse needs of visitors, for example people with disabilities, children and families, overseas visitors.</p>	<p>Basic knowledge of Somerset's history and heritage.</p>
Attributes	<p>Cheerful, outgoing personality; friendly, caring and welcoming disposition towards all our visitors.</p> <p>Enthusiastic about Somerset's history and heritage.</p> <p>Available and willing to work evenings and Bank Holidays as necessary for events, openings, talks etc. Time off in lieu will be given for this. The Museum also opens on Sundays from Easter to the end of October and so during these periods, regular Sunday working will be required.</p>	