

## **JOB DESCRIPTION**

<b>Job Title:</b>	Visitor Experience Assistant, Cosford
<b>Employer:</b>	Trustees of the Royal Air Force Museum ('the Museum')
<b>Reports to:</b>	Visitor Experience Supervisor
<b>Direct reports:</b>	None
<b>Responsible for:</b>	Delivery of the onsite visitor experience, providing consistently high standards of customer care whilst actively supporting the strategic priorities of the museum especially in relation to interpreting the story of the RAF and increasing income generation.

### **PURPOSE OF THE ROLE:**

1. As part of a team, and by the delivery of exceptional visitor service, ensure the experience provided by The Royal Air Force Museum exceeds the expectations of all visitors and they are delighted with first class service and can connect with our compelling story
2. Support the commercial activities of the museum with the sale of goods and services to visitors, support the delivery of museum events, and provide manual/logistical assistance on an ad hoc basis to colleagues in other Departments
3. Contribute to the provision of a discrete and effective security and safety regime, and assist with the safe evacuation of visitors and museum personnel during emergencies.

### **ACCOUNTABILITIES:**

1. Provide high standards of customer care pro-actively and re-actively
2. Enrich the visitor experience by sharing your knowledge of the collection with the public
3. Regularly monitor the condition and cleanliness of front of house facilities, taking corrective action and/or reporting issues as appropriate
4. Operate flexibly across a range of customer care roles
5. Help manage volunteers assisting with front of house activities
6. Promote and sell guide books, trails, museum membership and other commercial products as required
7. Assist commercial and fundraising activity by undertaking collections and/or selling
8. To discreetly and sensitively safeguard the security of visitors, staff, volunteers and museum assets in accordance with instructions
9. Monitor the safety of the museum and visitors and deal with or report hazards, near misses and incidents

10. Assist with the evacuation of visitors and museum colleagues in the event of an emergency in accordance with instructions
11. Manage or report defects associated with the museum's facilities or interpretation etc
12. Collect visitor data on behalf of the museum
13. Ensure contractors and suppliers are met on arrival and directed to the appropriate person
14. Assist the delivery of corporate and or commercial events and museum public events activity
15. Provide on-site logistical and collections care services (e.g. the cleaning of cabinets and artefacts) to other Departments as appropriate
16. Undertake activity in an environmentally sustainable manner

## **JOB FUNCTIONS:**

### **Management**

1. No formal staff management or Departmental budgetary responsibility
2. Manage the day to day activity of Front of House volunteers as required, ensuring that they feel valued and that their views are taken into account
3. Ensure that relevant RAF Museum policies and procedures, including the RAF Museum's Health & Safety Policy and procedures, are communicated to volunteers and, with Line Managers, that the standards outlined in them are maintained
4. Routinely collect, and act upon, customer feedback

### **Relationships**

1. Interact in a friendly and positive way with all museum visitors you come into contact with, helping them to enjoy the Museum on their own terms
2. Maintain a positive and collaborative relationship with colleagues from all Departments
3. Work under the instruction of the Retail Manager, the Corporate Events Manager and the Museum Public Events Manager as required to ensure that continuity of service is maintained in retail, catering, commercial events and museum events
4. Oversee work of volunteers as required

### **Administration**

1. Ensure all holiday leave, sick leave and other absences are recorded in accordance with Museum policy

### **Policies and Procedures**

1. Comply with Health & Safety legislation
2. Adhere to organisational policies and procedures to protect people and the Museum's reputation
3. Uphold the Museums Association's Code of Ethics

### **Personal Responsibilities**

1. Work as part of a flexible team and support colleagues across all departments, supporting a one museum culture

2. Protect the reputation of the Museum

### **Hours and Physical Conditions**

1. This is a seasonal hours position.
2. Hours dependant on type of contract.
3. The post involves working weekdays, weekends, Bank Holidays, early mornings and evenings as part of a rota system.

*This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the Museum reserves the right to make reasonable changes after consultation.*

## PERSON SPECIFICATION

CRITERIA	STANDARD	E/D	EVIDENCE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good level of general education</li> <li>• First Aid qualification</li> <li>• Willingness and ability to hold a First Aid qualification</li> </ul>	D	Application/Certificates
		D	Application/Certificates
		E	Application/Interview
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience in customer-focused environment</li> </ul>	D	Application/Interview
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Appreciation of what constitutes great customer service</li> <li>• Understanding of compliance and duty of care responsibilities in relation to the operation of a busy visitor attraction</li> <li>• Excellent communication skills (written and oral)</li> <li>• Good level of computer literacy and IT skills including Microsoft Office software</li> </ul>	E	Application/Interview
		D	Application/Interview
		E	Application/Interview
		D	Application/Interview
<b>Aptitudes</b>	<ul style="list-style-type: none"> <li>• Positive and enthusiastic</li> <li>• Warm/empathetic</li> <li>• Commercial acumen</li> <li>• Ability to work flexibly</li> <li>• Eye for detail</li> <li>• Takes ownership/responsibility for tasks</li> <li>• Physically fit/mobile</li> <li>• Able to work outside when required</li> </ul>	E	Interview
		E	Interview
		D	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview