



JOB DESCRIPTION & PERSON SPECIFICATION

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| SERVICE AREA: | Cultural Services | POSITION NO: |
| SECTION: | Museums – Heritage Services | GRADE: 2 |
| JOB TITLE: | Visitor Experience Assistant | DATE PREPARED: 15/2/11 |
| EVALUATION DATE: | 12/12/25 | JE NUMBER: HCL243 |

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To provide a high quality visitor experience service for the Museums and Gallery. Ensuring the security of objects, works of art & buildings. To provide a safe & healthy environment for staff, visitors, customers & contractors. To operate sales points & keep accurate visitor record information. To provide routine maintenance & cleaning as required. To show a flexible attitude towards roles & responsibilities and the support of professional staff.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

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|----|---|
| 1. | To promote and safeguard the welfare of children, young people and/or vulnerable adults (<i>Service Area to include where appropriate</i>) |
| 2. | To provide a welcoming & engaging visitor experience service to all visitors, staff, internal & external bodies & provide guidance & interpretation of galleries, objects & short tours adding value to each visit & routinely patrol galleries to prevent nuisance, theft, vandalism or damage to buildings, collections, staff & customers. |
| 3. | To follow the code of conduct & adhere to our customer agreement terms at all times. To meet & greet customers and business clients on arrival whilst in reception areas. To demonstrate a flexible approach to duties including breaks as directed, maintaining the highest possible standards of behaviour and visitor experience. |
| 4. | To actively promote all Museum, Gallery, Heritage & service wide sites & events, assisting as required, to include exhibition changes, loading & unloading of deliveries, events, activities, consultation, educational sessions & other reasonable requested activities i.e. setting up for events & providing means for refreshments etc |
| 5. | To ensure the security of all heritage sites objects, staff & visitors ensuring all emergency, fire & security procedures are followed & rules adhered to. To regularly patrol all public areas as directed & deal with any security & behavioural issues in the appropriate manner. To take an active role in areas of service development. |

OFFICIAL

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| 6. | To identify & deal immediately with any issues, cleaning or maintenance within the sites & surrounding area to ensure excellent service delivery. To clean & maintain galleries, toilets etc & all site & surrounding areas as required to a high standard. Report to Front of House Supervisors & Operations teams any issues or maintenance as required. To help supervise contractors on site and support professional staff as required. |
| 7. | To provide locking & unlocking of sites service as required & preparations for site opening/closing & associated safety practices including operating alarm/security/safety systems. To work at any Heritage site as required. |
| 8. | To operate point of sales and donation equipment & to serve & operate the coffee cart/eating area equipment in order to provide a range of food, drink & gift shop items to customers, users & for catering at events/bookings as required, to clean & maintain the coffee cart/eating areas. To handle cash in all areas as required & to accurately follow cash, sales & retail procedures including stock taking, displays, stock ordering & collection. Ensuring all associated paperwork is completed accurately. |
| 9. | To monitor visitor figures, keep up to date visitor attendance records & input of statistical information into appropriate databases as required. |
| 10. | The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy. |

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

None

2. Responsibility for Customers/Clients:

The Heritage sites attract approximately 750,000 visitors per year across the service; this figure is spread across the service and may vary enormously. This includes school parties & visiting groups.

3. Responsibility for Budgets:

None

4. Responsibility for Physical Resources:

Security of sites, objects on site, cash & café equipment.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

Other members of operations team including Front of House Team, Management, Curatorial, Learning, Audience development, Commercial & other Heritage staff.

2. With Any Other Company Areas

City Council staff ie Council members, treasury, tourism & other council staff.

3. With External Bodies to the Company

Members of the public, Emergency services, Volunteers & Contractors.

ORGANISATION CHART:

Visitor Experience staff report to the Visitor Experience Manager who reports to the Operations Manager

When open to the public, site based supervisors will ensure the safe day to day operational management and presentation of the museums and gallery, working alongside the Visitor Experience staff.

| | Tick relevant level for each category | | | | | | Supporting Information (if applicable) |
|---|---------------------------------------|-----|----------|------|-----------|---------|--|
| | Not applicable | Low | Moderate | High | Very High | Intense | |
| PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment). | | X | | | | N/A | Routine patrolling of galleries |
| WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment). | | X | | | | N/A | General front line public service |
| EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment. | | X | | | | | General front line public service |

| PERSON SPECIFICATION | | Tick relevant column | | List code/s* |
|--|------------------------|----------------------|-----------|----------------|
| <p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</p> | | Essential | Desirable | How identified |
| 1. | Qualifications: | | | |

| PERSON SPECIFICATION | | Tick relevant column | | List code/s* |
|--|--|----------------------|--|-------------------------|
| <p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</p> | | Essential | Desirable | How identified |
| | | | Good general education including English & Maths | X |
| 2. | Relevant Experience: | | | |
| | Public facing customer service role | X | | AF & I |
| | Cash handling procedures | X | | AF & I |
| | Cleaning procedures | X | | AF & I |
| | Hands on activities | | X | AF & I |
| | Security procedures | | X | AF & I |
| 3. | Skills (including thinking challenge/mental demands): | | | |
| | Customer care skills | X | | AF & I |
| | Ability to deal with difficult situations | X | | AF & I |
| | Ability to multi task | X | | AF & I |
| 4. | Knowledge: | | | |
| | Customer Service environment | X | | AF & I |
| | Sales procedures | | X | AF & I |
| | Social deprivation | | X | AF & I |
| | Operate refreshment equipment | | X | AF & I |
| 5. | Interpersonal/Communication Skills: | | | |
| | Verbal Skills | | | |
| | Able to communicate effectively with all visitors | X | | I |
| | Able to communicate with other members of staff | X | | I |
| | Able to communicate effectively & appropriately in difficult situations | X | | I |
| | Written Skills | | | |
| | Able to complete accurate records & paperwork | X | | AF & I |
| 6. | Other: | | | |
| | Using two way radios/ security equipment | | X | AF & I |
| | Working in Museum/Gallery environment | | X | AF & I |
| | Locking & unlocking procedures | X | | AF & I |
| The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process. | | | | |
| 7. | Additional Requirements: | | | |
| | None | | N/A | |
| 8. | Disclosure of Criminal Record: | | | |
| | The post holder will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement). | N/A | N/A | AF(after short listing) |