

JOB DESCRIPTION

Russell-Cotes Art Gallery & Museum

Post Title:	Visitor Services Assistant
Post No:	9710
Reporting to:	Visitor Services Team Leader

1. Job Purpose & Objectives

Based at the Russell-Cotes Art Gallery and Museum, the postholder will work as part of the Front of House Team, ensuring the efficient, safe and secure running of the day-to-day operations of the museum. You will support the management and maintenance of the building and its facilities.

2. Main Duties & Responsibilities

1. FRONT OF HOUSE DUTIES

- As duty key-holder, to supervise the day-to-day operation of the Front of House staff under the direction of the Visitor Services Team Leaders.
- Opening and closing the building, setting up tills and spaces, lead morning briefing, and patrol throughout the day
- As duty key-holder, to safely conduct evacuations in the event of an emergency or raised alarm.
- To welcome and engage with a wide variety of visitors to the museum ensuring the best possible visitor experience, and assist any visitors with access requirements.
- Responding to complaints, comments and feedback from visitors.
- To undertake and support retail duties in the Russell-Cotes gift shop.
- To oversee the smooth running of the Welcome Desk: telephone calls, processing deliveries and assist with clerical/administrative duties as required.

2. SECURITY

- To act as duty key-holder on a roster basis at the Russell-Cotes Art Gallery and Museum and the Study Center sites.
- To provide a day-to-day security and patrolling service.
- To ensure that museum policies, procedures and practices for security of the museum buildings and collections are followed at all times.
- To ensure that procedures for contractors are supervised at all times.
- To be provide cover on a roster basis for out-of-hours call-out and alarms

3. BUILDINGS MAINTENANCE

- To gain an appropriate working knowledge of the building in order to identify, report and process building and conservation issues
- To carry out and supervise daily cleaning and conservation housekeeping duties in accordance with museum standards.
- To organise facilities supplies and supervise maintenance visits under the direction of the Visitor Services Team Leader
- To organise, implement and record progress on the conservation cleaning schedule including some cleaning of museum objects under the direction of curatorial staff.
- To monitor and report on the physical condition and environmental control of the building as appropriate.

4. GENERAL

- To assist with the handling and portorage of all deliveries, museum objects, paintings, equipment and exhibition sales.
- To assist with the installation and breakdown of exhibitions.
- To organise the setting up of equipment/furniture for events, exhibitions, functions and other museum activities as required.
- To provide sickness, emergency or absence cover as required and to be available to carry out evening duties.

3. Supervisory / Managerial responsibility

The postholder will, as duty key-holder, supervise the day to day operation of a small front of house team under the direction of the Visitor Services Team Leader.

4. Communication/Contacts

Internal:

Visitor Services Team Leader	Daily
Other Visitor Services Assistants	Daily
Museum Assistants	Daily
Catering Assistants	Daily
Other staff, including curatorial team	Daily/ weekly
Other Council staff	Monthly/quarterly

External:

Museum visitors and enquirers	Daily
Delivery personnel	Daily
Contractors	Weekly/monthly

5. Career/Salary Progression linked to this post

Not applicable

6. Additional Information

1. WORKING PRACTICES

- 1.1 To abide by the Council's Code of Conduct at all times.
- 1.2 To take reasonable care of own health and safety and that of any staff reporting to the postholder.
- 1.3 To promote the safe use of buildings and equipment under the Health and Safety at Work Act and other appropriate regulations.
- 1.4 To consider and move towards eliminating barriers in equality of opportunity and access in the work of the Business Unit and to be aware of, and implement as appropriate, the Council's Equal Opportunities Policies.
- 1.5 This list is for guidance only and may be subject to change according to prevailing circumstances.