

# Job Description

**Role Profile** BCP Operational Band E

**Service/Team** Customer and Property/Poole Museum

**Reports to** Museum Front of House and Tourist Information Manager

**Responsible for** N/A

**Number of posts** 2

**Post number** 113330

**Career Grade** N/A

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** engaging visitors with the stories of Poole's rich heritage and history through its significantly important historical buildings and Poole Museum's collections.

## Job Overview

Visitor Experience Assistants are responsible for the smooth running of the day-to-day operation, fulfilling a variety of roles and proactively engaging with all visitors to enable them to explore, experience and interact with the galleries and collections.

Delivering exceptional and inspiring experience for all as part of an outstanding cultural centre is at the heart of everything, we do at Poole Museum.

### **Key Responsibilities** *(BCP Guidance – generally 6-8 points)*

- Deliver high quality customer service that is visitor experience focused. Provide a positive and welcoming first point of contact for visitors at reception and throughout the visitor journey.
- Embrace storytelling to bring the museum's buildings and collections to life and encourage exploration in new and exciting ways.
- To act as front-line support for the Visitor Experience volunteers, ensuring they are briefed and equipped with required equipment to fulfil their role.
- Support the delivery of Poole Museum's commercial operation by maximising sales through the shop, café, ticketed events, exhibitions and proactively encouraging donations and promoting the Poole Museum Foundation membership scheme.
- Assist in ensuring the security of Poole Museum, its collections, fixtures and fittings, visitors, and staff by patrolling the site and invigilating galleries. General premises safety and reporting any defects promptly.
- Assist in the evacuation of staff, volunteers and visitors in the event of an emergency.
- Be a keyholder, opening and closing the building on occasions.
- Complete administrative tasks such as end of day banking and data entry on databases and collecting visitor feedback via surveys.
- Support the delivery of the tourist information service, using detailed knowledge of Bournemouth, Christchurch and Poole, accommodation, attractions, and events as well as other tourism offers.

## **Specific Qualifications and Experience**

- 2 A-Levels or equivalent experience.
- NVQ 3 or equivalent experience.

## **Equivalent experience**

- Experience of working in a customer service environment.
- Experience of working in the heritage sector, attraction, or similar environment.
- Experience of working with and coordinating volunteers.
- Experience of cash handling and using till and ticketing software.
- Experience of using IT systems and programmes to find and record information.

## **Personal Qualities & Attributes**

- Dedicated to delivering an outstanding customer service experience.
- Effective communication skills and interpersonal skills with the ability to engage with all visitors.
- Act as an advocate for Poole Museum and champion our brand, mission, and values.
- Proactive with the ability to work well within a team and under own initiative.
- Ability to contribute to an open, supportive, and inspired working environment in relation to improvement of the visitor experience.
- Ability to follow processes and procedures.

## **Job Requirements**

- Flexible and willingness to work in different locations across the museum estate.
- Flexible and expectation that you may have to work weekends, bank holidays and occasional evenings. (Except Christmas Day, Boxing Day, and New Year's Day).
- Willingness to undertake training necessary for the role.
- Willingness to wear uniform required for the role.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.