



Job Description

Job Title: **Visitor Experience Team Member**

Reports to: **Visitor Experience Managers**

Location: **Mary Rose Museum and Visitor Centre, Portsmouth**

Salary: **£9.50ph (£10.90 from 1st April 2023)**

The Mary Rose Trust is a limited charitable trust, formed in 1979. It is responsible for conserving and displaying the Mary Rose hull and her unique collection of artefacts for this and future generations. It is also responsible for developing the museum as a world-class visitor experience and as a scientific and educational resource.

The Trust's vision is to sustain the Mary Rose and her collection as a leading museum, and consistently provide a world class visitor experience

Main Purpose of Job

To create a positive experience that inspires our visitors, by maintaining excellent standards of customer service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure. To make the museum one of the best possible places to visit and work.

Main responsibilities

Exemplary customer service and presentation

- To provide a consistent excellent service to our visitors that ensures their expectations are exceeded and respond courteously and appropriately to visitor enquiries and feedback.

- To maintain a high level of personal presentation standards at all times welcoming visitors into the Museum
- To ensure a high cleanliness and presentation levels of the Museum by completing daily cleaning tasks in all areas.
- To interact with customers within the museum galleries offering advice and information throughout the day
- To maintain excellent standards of presentation in the retail area, good housekeeping of shelves and display areas and to ensure that merchandising is well presented at all times.
- To provide introductions of the museum for visitors, where applicable, tour equipment is accounted for and kept in proper working order.

Commercial Awareness

- To welcome visitors on arrival, processing their admissions either through a ticket purchase or by verifying an e-ticket, selling gift aid, a guide book and general information about the site.
- Being proactive in the selling of retail merchandise, ensuring accuracy of all transactions involving income to the museum. Restock shelves as guided by the retail supervisor or front of house team.
- Deliver targets per visitor for guidebook sales and retail spend per head.
- Understand the commercial objectives of the charity and strive to exceed the targets set, to include: visitor admission, retail income and increasing spend per head.
- Encourage visitors to make donations for family activities and if they have had a good experience.
- Keep the welcome desk and retail area clean, tidy and dusted.

Teamwork

- To work cooperatively and collaboratively in a high performing team to meet the needs of the charity and show initiative and take on additional responsibility when required, such as assisting with familiarisation training of employees new to the site.
- To improve own role and strengthen job knowledge through undertaking training courses and attending conferences that are considered necessary as a result of the Performance Development Review process.
- To regularly work weekends and Bank Holidays as part of your regular working pattern as required and be flexible as part of a team.

Events and Education

- To work evenings to cover public and hospitality events, assist with the set up, stewarding, flow of visitors around the museum and break-down of these events in liaison with the management team and other colleagues. Staff may be asked to work through into the night hours.
- Assisting the learning team with the coordination of education visits and workshops at the Museum, such as meeting and greeting education parties, and on occasion assist with the delivery of these workshops.

Statutory Compliance

- To ensure museum meets with Health and Safety legislation in liaison with management team.
- To follow set processes to ensure the museum is secure at all times and to use personal protection equipment as provided and directed by your manager.
- To deal with emergency contractor call outs e.g. maintenance when needed and delegated by the management team.
- To adhere to all financial procedures to include till operation and banking and safeguarding of monies, to implement amendments to standard procedure as instructions may dictate.
- To adhere to licensing laws.

General

- To undertake any other tasks and duties reasonably required by the management team.

Person Specification

Essential Experience	Desirable Experience
Demonstrable understanding of the principles of excellent customer care and visitor service Experience of working as part of a team	Experience of providing excellent customer service Experience of retail sales and promotion Experience of dealing with cash transactions on electronic tills Experience of working towards commercial targets
Essential Skills, Knowledge and Qualifications	Desirable Skills, Knowledge and Qualifications
General awareness of health and safety and security issues	Able to prioritise own work and meet deadlines

<p>Sales and upselling skills</p> <p>Good writing and numeracy skills.</p> <p>IT skills for use of PC and other technologies on site</p>	<p>General knowledge of other local amenities and attractions</p> <p>Awareness of safeguarding issues</p> <p>First Aid certificate</p> <p>Basic awareness of licensing laws</p>
<p>Essential Behaviours</p>	
<p>Excellent interpersonal skills to build and maintain good customer and staff relations</p> <p>Able to work with a diverse range of visitors, volunteers and colleagues</p> <p>Able to use initiative to overcome practical issues</p> <p>Able to follow processes and procedures</p> <p>Able to make a positive contribution to the team's success</p> <p>Neat and tidy personal appearance in line with uniform guidance</p> <p>Reliable and punctual</p>	

This is a description of the job as it is at present constituted. Employees' job descriptions may be examined by management at any time to either ensure that they relate to the job currently being performed, or to incorporate proposed changes. Management reserves the right to change a job description after consultation with the employees concerned. The aim will be to reach agreement to reasonable changes consistent with the employee's band and status.