



Job Description

Job Title: **Welcome Host**

Reports to: **Visitor Centre Operations Manager**

Location: **Portsmouth Historic Dockyard Visitor Centre, Portsmouth**

Salary: **£9.64ph**

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 deliver an outstanding level of customer care to all of our visitors ensuring they are welcomed, assisted, delighted, engaged and inspired. To assist in the safety and security for visitors, staff and site by carrying out bag searching and other security related tasks.

To deliver unique, consistent and high levels of visitor experience and satisfaction, in line with the ethos and branding of the Mary Rose Trust.

To maximise income generation via ticket sales, guidebook sales, gift aid conversion and other commercial activity.

Main responsibilities

Exemplary customer service and presentation

- To monitor the effective entrance and queuing to the Visitor Centre, ensuring visitors are able to enter the site in the most efficient way possible.
- To ensure the implementation of procedures in accordance to the site Memorandum of Understanding, legislation and SIA guidelines.
- To understand the site emergency evacuation procedures and lead visitors in an evacuation, as directed.

- Ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- 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 excellent standards of site and personal presentation at all times, from providing a warm welcome to visitors, to site presentation including but not limited to general cleaning of all public areas including toilet cleaning and emptying of waste bins.

Commercial Awareness

- To promote site services and products to include our guidebook, events and other promotional campaigns, being proactive in the selling of tickets and gaining Gift Aid sales.
- Understand the commercial objectives of the charity and strive to exceed the targets set.

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 work Bank Holidays and weekends as required and be flexible as part of a team.
- Liaise with MGS and Base security as and when required.
- Ability to positively represent the Museum to visitors and external organisations.

Events

- To assist with the development of public and hospitality events, assist with the set-up, stewarding 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.

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 providing excellent customer service
Experience of working as part of a team	
Essential Skills, Knowledge and Qualifications	Desirable Skills, Knowledge and Qualifications
General awareness of health and safety and security issues	General knowledge of other local amenities and attractions
SIA trained or willing to be trained	Awareness of safeguarding issues
Good writing and numeracy skills.	First Aid certificate
IT skills for use of PC and other technologies on site	Basic awareness of licensing laws
Essential Behaviours	
Excellent interpersonal skills to build and maintain good customer and staff relations	
Able to work with a diverse range of visitors, volunteers and colleagues	
Able to use initiative to overcome practical issues	
Able to follow processes and procedures	
Able to make a positive contribution to the team's success	
Neat and tidy personal appearance in line with uniform guidance	
Reliable and punctual	

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.

Note: This role is subject to a basic Disclosure and Barring Service (DBS) check as part of Naval Base Security Clearance. Due to the Nature of our location, it is a Ministry of Defence mandatory requirement in the interest of Dockyard security that anyone working with Portsmouth Naval Base either must be a UK resident or have had continuous residency in the UK for at least three years to be eligible to apply for permanent site security pass. Please note that security checks for non-UK nationals can take up to six months.