

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Visitor Services Assistant (Retail and Visitor Welcome)	JEID	E0003
Salary Grade:	D		
Team:	Operations Team		
Service Area:	Heritage & Culture Warwickshire (HCW)		
Primary Location:	HCW Sites		
Political Restriction	This position is not politically restricted		
Responsible to:	Visitor Services and Operations Officer		
Responsible for:	N/A		

Role Purpose

- To advocate for, and actively promote the work of the Heritage & Culture service to all our visitors and participants'
- To provide outstanding levels of customer service to all visitors and service users, promoting visitor enjoyment and engagement.
- Achieve income and customer service targets.

Role Responsibilities

- a) **Visitor Service & Retail Environment**
- Ensure a welcoming and inclusive atmosphere is always maintained by greeting all visitors who enter the museum
 - Maintain an in-depth knowledge of retail product ranges, site opening hours, events and activities.
 - Be proactive in the selling of retail merchandise and activities offered by the organisation.
 - Merchandising retail displays as directed, ensuring displays are clean, stocked and well presented at all times.
 - Update the Visitor Welcome screen and Front of House social media pages in line with the schedule set by the Development Coordinator (Marketing and Fundraising)
 - Process all sales through the till and card payment systems; maintain high levels of accuracy and security with all cash handling.

- Monitor retail stock levels and notify line manager of stock requirements.
- Participate in and support stock checks, ordering procedures and receiving deliveries
- Carry out daily security checks, opening & closing procedures as instructed.
- Assist in the delivery of events and hospitality across all operational sites as required.

b) General

- To adhere to the agreed dress code at all times whilst on duty.
- Work collaboratively as an integral part of the Visitor Services team.
- Adhere to all health & safety procedures as required.
- Assist in the receipt or return of Museum artefacts/records for purposes of identification, loan or donation as required.
- Monitor visitor welcome and retail areas, dealing with any complaints or anti-social behaviour with tact and diplomacy
- To be a keyholder and take responsible for the building its contents and security.
- Undertake other duties as commensurate with the status of the post to support effective day-to-day operations of the organisation.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Experience of working in a customer service environment.	A I
Outstanding customer service skills	A I
Excellent communication skills	I
Ability to prioritise own workload and to meet deadlines.	A I
Good levels of numeracy and literary	I T
ICT skills for use of PC and other technologies on site	A T
Ability to lift and carry objects (up to 12Kg)	A I
Confident in working alone or as part of a team, and without constant supervision	A I
General awareness of health & safety and security issues.	A I

Desirable Criteria

Assessed By:

Experience of working in a customer facing retail environment	A
Experience of merchandising retail displays	A I
Experience of creating point of sale or social media communications	A I
Experience of working in a heritage, cultural, tourism setting or visitor attraction	A I
Good knowledge of local amenities and attraction in Warwick	I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input checked="" type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	

