

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	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 provide outstanding levels of customer service that consistently exceed expectations to promote visitor enjoyment and engagement and maximise commercial income.

Working on a rota basis including working weekends, evenings, and Bank Holidays.

Role Responsibilities

a) **Visitor Service & Retail Environment**

- Ensure a welcoming and inclusive atmosphere is always maintained.
- Be proactive in the selling of all merchandise, activities and events offered by the organisation.
- Serve and sell food, drink and non-food retail items (appropriate to the site context).
- Set-up and clean tables/chairs and counters; clear tables, wash items and clean areas appropriately.
- Process all sales through the till and card payment systems; maintain high levels of accuracy and security with all cash handling.
- Participate in and support stock checks, ordering procedures, accepting and checking of deliveries and dealing with any stock shortages and problems as required.
- Carry out daily security checks, opening & closing procedures as instructed.
- Adhere to all food hygiene and health & safety procedures as required.

- Provide consistently high standards of visitor care and information to ensure all visitors gain maximum enjoyment and benefit from their visit.
- Respond proactively to complaints listening positively and taking actions to resolve matters immediately whenever possible.
- 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 effectively and collaboratively as an integral part of the Visitor Services team.
- Be proactive in the promotion and sales of events and activities to all visitors.
- Assist in the receipt or return of artefacts/records for purposes of identification, loan or donation as required.
- Monitor public areas helping visitors and exercising judgment to discouraging any anti-social behaviour using tact and diplomacy.
- To ensure a clean, safe and efficient operational environment for visitors, staff and volunteers at all times.
- To be a keyholder and take responsible for the building, its contents and security when there are no other staff on site.
- To be aware of evacuation / H&S procedures including knowing all fire exits and refuge points.
- 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
Experience of retail, sales and/or café 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 12.9Kg)	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
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Desirable Criteria

Assessed By:

Experience of working in a customer facing role retail environment	A
Food Hygiene training & valid certification	A D
Experience of creating point of sale displays in retail environment	A I
Experience of working in a heritage, cultural, tourism setting or visitor attraction	A I
Appreciation and understanding of the importance of the historic environment	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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☒ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☒ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☒ Manual cleaning/ domestic duties

☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☒ Work involving food handling	☒ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☒ Face-to-face contact with members of the public
☐ Other (please specify):	