

# Job Description

## For Apprenticeship 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:	Apprentice Visitor Services Assistant	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Development and Operations		
Service Area:	Heritage & Culture Warwickshire (HCW)		
Primary Location:	Market Hall Museum		
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 to all visitors and services users, to promote visitor enjoyment and engagement and maximise commercial income.

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 2 Customer Service Practitioner apprenticeship aligned to this role.

#### Role Responsibilities

##### a) Visitor Service & Retail Environment

- Use the Daily Checklist to carry out daily opening & closing procedures as instructed.
- Ensure a welcoming and inclusive atmosphere is always maintained by greeting all visitors who enter the museum.
- Process all Front Desk enquiries in a courteous and professional manner.
- Develop 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.
- Ensure displays are clean, stocked and well presented.

- Process all sales through the till and card payment systems, maintaining high levels of accuracy and security with all cash handling.
- Monitor retail stock levels and notify line manager of weekly stock requirements.
- Participate in and support stock checks and receiving deliveries.
- Assist in the delivery of events and hospitality across all operational sites as required.
- Conduct Visitor Engagement surveys to help us understand our customers better.

#### **b) Social Media**

- Support the Development Coordinator (Marketing and Fundraising) by providing weekly social media content for the Market Hall Café and Market Hall Shop.

#### **C) General**

- Always adhere to the agreed dress code whilst on duty.
- Work collaboratively as an integral part of the Visitor Services team.
- Adhere to all health & safety procedures as required.
- 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:

The ability to communicate with other people confidently and coherently, in person and in writing	A, I
A positive attitude towards working in a team and/or with customers	A, I
A willingness to learn new knowledge and skills	A, I
Familiarity with standard IT software such as Microsoft Office and email	A, I
The ability to organise own workload and meet deadlines	A, I
The ability to organise own travel requirements to attend work settings as and when required	A, I

### **Desirable Criteria**

Assessed By:

Five GCSE passes at grade 9 - 4 / A - C including English Language and Maths	A, I
A keen interest in the career pathway enabled by this apprenticeship	A, I
Any previous work experience in a customer service or public facing environment	
Knowledge of Warwick Town and local attractions	A, I

Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, National Citizenship Service, or charity work	A, I
Knowledge of and interest in working for Warwickshire County Council and/or public services	A, 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 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 checked="" 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):	