

# Job Description

## Visitor Experience Assistant

### Herefordshire Museum and Galleries

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC04
Location:	Hereford
Responsible to:	Senior Visitor Experience Officer

#### Main purpose of the role

- To give every visitor an outstanding experience, by talking to them and sharing stories to help them understand what makes Herefordshire such a unique place
- To support income generating activities by encouraging shop sales, upselling, purchase of event tickets and donations
- To maintain a secure environment for the collections, colleagues, volunteers and visitors and ensure high standards of presentation at Hereford Museum and Art Gallery, the Old House Museum and the History Store.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>• Meet and greet visitors, make them feel welcome, encourage them to get the most out of their visit.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• Speak to visitors and encourage them to buy guide books, purchases at the shop, make donations and Gift Aid contributions.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• Operate the till and ticketing system, sell event tickets and memberships, and complete cash handling procedures including cashing up.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• Collect visitor feedback and contribute ideas to improve visitor satisfaction and the service's public programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• Setup, clear down and assist with events, ceremonies and hires, promote use of the building by community groups, schools and for private hires.</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly</li> </ul>
<ul style="list-style-type: none"> <li>• To make sure contractors sign into buildings and escort them if required to maintain health, safety and security of the service's buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly</li> </ul>
<ul style="list-style-type: none"> <li>• Attend and take part in Whole Team and Visitor Experience team meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly</li> </ul>



## Person Specification

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Have experience of working in a customer facing role either paid or in a voluntary capacity.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Educated to GCSE (or equivalent).</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working in a visitor focused organisation.</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>OR experience of interacting with the public either in a paid or voluntary role.</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Excellent customer care skills with a keen understanding of the customer's perspective and expectations.</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Good communication skills.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Good numeracy.</li> </ul>	Essential	I
<ul style="list-style-type: none"> <li>Excellent standard of customer care</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Patient and tolerant of and responsive to individual needs</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Good IT skills.</li> </ul>	Desirable	A

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<ul style="list-style-type: none"> <li>Enthusiastic.</li> </ul>	Essential	I
<ul style="list-style-type: none"> <li>Engaging and accessible to visitors.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Flexible</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Calm under pressure.</li> </ul>	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

