

Job Description

Job Title:	Visitor Services Assistant
Location:	Rockbourne Roman Villa
Reporting to:	Community Manager – Red House Museum and Rockbourne Roman Villa

Purpose of Role

To make Rockbourne Roman Villa a friendly and welcoming destination for all to visit and volunteer. Ensuring the site and working areas are well maintained, safe and secure.

Main Responsibilities:

Welcome

- Welcome visitors to the site and provide a high standard of friendly, customer service.
- Ensure procedures are in place to meet required customer service standards in retail and café areas.
- Deliver guided tours of the Villa.
- Resource and prepare make and take activities for children.
- Ensure effective communication and administration at every point of contact with potential customers.
- Assist the Community Manager to provide and communicate local events and programme.
- Assist with providing and updating content on social media.

Volunteers

- Lead on the day to day supervision and management of volunteers.
- Assist the Community Manager in recruiting and developing the volunteer team

Site and facilities management

- Ensure accurate cash handling, till procedures and cashing up

- Supervise and assist with cleaning and preparation of the site to ensure a high standard of cleanliness and safety is achieved.
- Be a key holder and ensure contents and premises are secure; operate security systems and attend call outs, if required.
- Ensure that the site is well maintained (internal and external spaces).
- Ensure effective stock management and ordering for all retail and catering requirements.
- Be responsible for the day to day operation of the site (including fire evacuation and health and safety checks).
- Assist with gardening, maintenance or cleaning.

Events

- Help with planning, preparation and delivery of events.
- Provide administrative support for all events and programmes.

Reporting

- Responsible for collating and inputting visitor figures and other performance related information.
- Assist the Community Manager in the preparation of reports for Leadership as required.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.

Person Specification:

<p>Essential Qualifications</p>	<ul style="list-style-type: none"> • Minimum of 5 GCSEs
<p>Desirable Qualifications</p>	<ul style="list-style-type: none"> • Has achieved NVQ level 2 Heritage and Visitor Services, or equivalent
<p>Essential Knowledge, Skills and Experience</p>	<ul style="list-style-type: none"> • Experience of supervising and working effectively as part of a team • Working with and/or supervising volunteers • Demonstrable experience of providing excellent customer service and interacting positively with the public • Excellent administration and time management skills • Proficient in IT, with particular reference to Microsoft Word, Outlook and Excel • Good numeracy and accuracy for cash handling/use of automated tills • Understanding of health and safety and related policies and regulations • Pro-active and positive approach towards tasks and people • Ability to work pro-actively to make improvements for enhancing site/services/resource material in consultation with line manager
<p>Desirable Knowledge, Skills and Experience</p>	<ul style="list-style-type: none"> • Retail or catering experience • Working within a heritage or museum environment • Knowledge/interest in archaeology • Driving licence and own vehicle preferred as public transport is infrequent • Interest in practical activities (eg: gardening, hands-on hobbies etc.)

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Frequent handling of objects over 15kg
- Regular use of Display Screen Equipment/desktop PC
- Food handling
- Working at height
- Entry into confined spaces
- Sun exposure
- Lone working
- Outdoor working
- Required to wear Personal Protective Equipment (PPE)
- Use of own vehicle for work purposes
- May have contact with Control of Substances Hazardous to Health (COSHH), Biological: Animals, birds, reptiles, vermin control, moulds/fungi and human blood and/or human bodily fluid e.g. First Aid, soil