

Visitor Services Assistant Job Role

Job Title	Visitor Services Assistant
Location	Braintree Museum, Manor Street, Braintree, CM7 3HW Warner Textile Archive, Silks Way, Braintree, CM7 3GB
Salary	£22,011 per annum
Hours	37 hours per week 9:00 – 17:00 Tuesday – Friday 9:00 - 16:30 Saturday (occasional alternative working on a Monday)
Contract	Permanent
Reports to	Commercial & Communications Officer
Job Purpose	<p>Provide friendly, safe and secure visitor services and administration to the Archive and Museum. Specifically, to:</p> <ol style="list-style-type: none"> 1. Create a high standard of customer service. 2. Administer and support the marketing of education, event, group, hire and talk bookings. 3. Organise a safe and secure environment for contractors, customers, staff, trustees and visitors. 4. Co-ordinate volunteers and freelance educators to support the delivery of Trust services.

Objectives:

1. A high standard of customer service

- 1.1. Ensure high standards of customer care are provided by co-ordinating effective responses to all enquiries and bookings by telephone, e-mail, social media and in person at point of contact or by allocating to colleagues.
- 1.2. Collate and summarise evaluation of Trust services through in-person and on-line surveys.
- 1.3. Ensure in collaboration with colleagues that the business opening hours of the Archive and Museum are met.

2. Income generation and marketing

- 2.1. Co-ordinate all education visits on and off-site including booking freelance educators.
- 2.2. Support the delivery of events and special projects including group and social visits, talks and workshops.
- 2.3. Manage all regular and one-off room hire enquiries and bookings.
- 2.4. Publish accurate and current website, social media and printed content.

3. A safe and secure environment

- 3.1. Be a Key Holder, First Aider and Fire Marshall for both premises.
- 3.2. Co-ordinate the health and safety programme within both premises and liaise with the Museums Manager to ensure completion.
- 3.3. Ensure all contractors are signed in and supervised.
- 3.4. Work with the Museums Manager to monitor the maintenance of all buildings, galleries and gardens, organising volunteers and contractors to undertake the planned and reactive repairs or servicing.
- 3.5. Comply with all safeguarding requirements.

4. Co-ordinate, motivate and support our volunteer teams

- 4.1. Co-ordinate volunteers supporting the role and organise quarterly volunteer meetings.

5. An effective organisation

- 5.1. Collate monthly performance management information for quarterly public and volunteer newsletters.

Trust Accountabilities

- To take responsibility for maintaining own health and attendance.
- To take a team role in special events within the Trust and community.
- To support, contribute and comply with quality and governance procedures and policies as directed by the Trust.
- To apply and actively promote the principles of the Trust's Equal Opportunities Policy in all areas of employment and service delivery.
- To undertake any other associated duties detailed by the Management Team including maintaining business continuity.
- To comply and actively promote all child and vulnerable adult protection standards within the Trust's Safeguarding Policy in all areas of employment and service delivery.
- To advise the Management Team if, at any time, the above duties and responsibilities cannot be performed.

Skills, Knowledge and Experience

(Tested at application and interview stage)

Experience and Qualifications

Essential

- A high standard of written and spoken English and numeracy.
- High standard of customer care.
- Experience of working in a heritage organisation or charity.
- Experience of volunteer management.

Desirable

- Experience of working with schools, groups or events.

- An interest in local or social history.

Skills and Knowledge

Essential

- Excellent IT skills including Microsoft Office.
- Attention to detail, accuracy, logical and methodical with project management and organisational skills.
- Knowledge of building maintenance; health and safety.
- Ability to work as part of a team.

Desirable

- Experience of Hootsuite and Wordpress.
- Full current driving licence.

Conditions

Working hours

- Flexible working to meet the needs of the Trust including evening and weekend working on a time off in lieu basis.

Working conditions

- The role will require working at height with mobile shelving and manual handling.