

ROLE DESCRIPTION

VISITOR SERVICES ASSISTANT (Saturdays)

VSA24

Description of Role

Visitor Services Assistants work at the Front-of-House and are the first point of contact for all those who contact or visit the Museum, so excellent customer service is at the heart of this position.

You are expected to work with a small team of staff in the Visitor Services department as well as volunteers. Your line manager will be the Visitor Services and Shop Manager, who reports to the Curator. You are required to be friendly and courteous to all visitors, volunteers and other members of staff at all times.

The Stained Glass Museum The Stained Glass Museum is the only museum in the UK dedicated to stained glass. It is located in the south triforium (an upper level) of Ely Cathedral, a Grade-I historic listed building. The Museum was founded in 1972 and opened to the public in 1979 and continues to welcome visitors from all over the world. Visitors can see a collection of stained glass panels from the 13th century to the present day, as well as additional cartoons, designs and tools relating to the art of stained glass.

Key Responsibilities:

- Ensuring that all visitors, workshop attendees and shop customers are welcomed and receive the best possible customer service during the visit to the Museum.
- Greeting visitors, recording visitor numbers, taking admissions payment through Shopify POS.
- Answering emails and the telephone and responding to enquiries, passing on to the relevant person if necessary.
- Responsibility for opening and closing the Museum on your days of work and ensuring efficient operation of the Museum and maintenance of best practice standards for Health & Safety, security, Collection care and customer service.
- Key holding, operating the till system(Shopify POS ipad and card reader), and responsibility for accurate cash handling activities and cashing up procedures.
- Monitoring the CCTV in order to supervise visitors in the gallery.

General Responsibilities:

- Ensuring that product lines and promotional leaflets are well stocked and merchandised to desired standards.
- Shop stock control and pricing.

- Reporting any jobs that need to be completed to Curator in terms of repair, collection management and to pass on any information to Curator to relay on to cleaners in terms of hygiene.
- Ensuring safety of visitors and regulating visitor-flow as well as responding effectively to an emergency.
- Assisting with workshops and group/schools and events bookings administration including processing bookings and payments.
- Helping to publicise the Museum and promote its Friends' organisation, workshops, events and other activities.
- Assisting with special events and evening events where required.

The successful candidate will have:

- High level of customer service.
- Experience of working in a customer-facing or retail environment.
- Ability to work both within a team and independently, as required.
- A responsible, dependable, and flexible nature.
- Good effective communication skills. Good level of spoken and listening English, particularly when greeting visitors and on the telephone.
- Good numeracy skills.
- The ability to remain calm under pressure and make decisions using own initiative where required.
- Flexibility and willingness to learn new skills or work on areas not specific to role.
- Willingness to follow procedures and seek assistance when necessary.
- Competent IT skills including using Microsoft Office 365 and Outlook.
- An interest in museums, stained glass, arts and/or heritage.

Desirable Skills:

- Experience of working in a Museum or similar cultural environment.
- Familiarity of stained glass, or other arts/crafts.
- Experience using POS and till systems
- Familiarity with digital marketing and communication platforms (e.g. Brevo), website editing and social media.