Visitor Services Assistant - Job Description

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| **Job title:** | **Visitor Services Assistant (The Edge)** |
| **Department/School:** | **Arts** |
| **Grade:** | **3** |
| **Location:** | **The Edge, Claverton Down, Bath** |

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| **Job purpose** |
| The Visitor Services Assistant works alongside the Visitor Services Co-Ordinator and operational colleagues to deliver an excellent experience for visitors and users of University creativity centre The Edge, with particular focus on its Andrew Brownsword Gallery.  Under the direction and supervision of the Visitor Services Co-ordinator, the role will ensure the delivery of an informative and welcoming experience for visitors, building users and stakeholders to exhibitions and events. |

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| **Source and nature of management provided** |
| Visitor Services Co-ordinator |

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| **Staff management responsibility** |
| N/A |

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| **Career and Professional Development Activities** |
| From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. |
| **Special conditions** |
| These roles require flexibility and availability to work a variety of hours across building opening hours, 7 days per week between 8am and 10pm. The duties of the roles are such that work outside building opening hours will also be necessary. Where this is applicable, adequate notice will be given.  You will need to attend event and exhibition briefings led by the Visitor Services Co-Ordinator, Exhibitions Manager and other colleagues, and pass information on to other invigilators  The post-holder must be able to lift and carry chairs and, with another colleague, tables of a routine weight  A uniform will be provided and as required, must be worn  Training will be provided as appropriate to the post |

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| **Main duties and responsibilities** | |
| **1** | **General**  -Support the Visitor Services Co-ordinator in the co-ordination of the casual Invigilator rota, monitoring staffing levels to ensure venues are adequately staffed at all times.  -Provide excellent and pro-active customer service, acting as an ambassador for The Edge and Andrew Brownsword Gallery.  - Be stationed in the foyer or suitable entrance station to deliver welcome experience as required  - Assist in the administration of room use at The Edge as necessary and ensuring access as instructed  -Lead briefing and information sharing sessions such that casual Invigilation staff can mediate to high standards and provide an excellent visitor experience.  - Support processes for users acquiring tickets and/or enrolling on courses, classes, mailing-lists and memberships.  -Report maintenance defects to Facilities Co-ordinator if discovered.  -Assist with the setting up of events and activities as directed by colleagues. This may on occasion involve moving chairs and tables with other colleagues within the event spaces and take-down following activity  -Ensure room use is safe in line with venue policy, health and safety policy and that University regulations are upheld and implemented at all times  -Communicate regularly with colleagues to monitor space usage to support review processes  -Receive phone-calls and regularly check and respond to messages in The Edge’s shared mailboxes.  -Maintain polite and good communication with your colleagues, occupiers and visitors at all times |
| **2** | **Welcome Experience / Front of House / Ticketing**  -Act as point of contact for all building visitors and users, ensuring wayfinding, and dealing with general enquiries as an occasional receptionist for the building.  -Be welcoming at all times and provide excellent visitor experience to all visitors to The Edge.  -Advise on ticketing for users and visitors, assisting with sales for classes, performances and public-facing events,  -Proactively seek feedback from customers by handing out forms, collating and inputting information as received |
| **3** | **Gallery Invigilation** (as required)   * Invigilate the Andrew Brownsword gallery spaces at The Edge ensuring that the security of the artworks and the safety of patrons is not compromised. * Actively engage visitors and share information on current and forthcoming exhibitions, associated events and any other relevant information about the wider programme. * Opening and closing of the galleries, including turning on/off any Audio Visual related artworks and assist in the maintaining of a tidy and well-presented exhibition space. * Adhering to Health and Safety regulations, assisting visitors with access requirements and provide assistance to the public during evacuation procedures. * Record audience attendance figures and visitors’ comments including directly solicited comments by way of conversation and informal tours where appropriate. * Manage visitors’ use of the space including prohibiting drinking, eating and photography where appropriate.   Deal politely with any visitor concerns or complaints and where necessary, report any incidents to senior colleagues |
| **4** | **Event Ushering** (as required)  -Supervise and motivate casual Front of House ushers, ensuring they are helpful and knowledgeable when assisting patrons.  -Share pre and post show tasks with casual Front of House Ushers, working with programming or operational colleagues including selling merchandise, handing out exit flyers and freesheets, providing microphone assistance for Q&A’s, assisting stage management, checking tickets during an incoming and tidying of spaces post-performance.  -Support Duty Manager to ensure public areas are kept safe, secure and tidy, and have correct signage  -Support Duty Manager to ensure rooms are set-up presentable and safe and are maintained pre and post show  -Address visitor or delegate queries and complaints in a positive and effective manner to ensure visitor satisfaction  - |
| **5** | **Health & Safety and Training**  -Undertake training and attend meetings as appropriate, providing feedback and comments to maintain high standards and assist with the continuous improvement of the visitor experience.  -Undertake basic computer tasks, including online training modules and accessing the University's Employee Self Service database to update personal details and book holidays |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager and/or senior colleagues  You will be required to work some evenings and weekends in order to support the programme and you may be required to invigilate off-site exhibition spaces/events | |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to A level or equivalent with a good general level of education in subjects relevant to the post. |  |
| Good level of numeracy and literacy both in spoken and written English language. |  |
| Have a basic level of computer literacy. |  |
| **Experience and Knowledge** |        |      |
| Experience of invigilation in a comparable environment Experience of motivating team members on shift  Experience of working in a customer focused environment  Experience of arts centre operation or comparable environment  Relevant administrative experience  Awareness of accessibility needs and requirements  Previous experience of working or interacting with children and young people  Practical knowledge of health and safety |
| **Skills** |      |  |
| A high level of friendly and welcoming customer service.  Able to work on own initiative and as an effective team member  Excellent communications skills, able to use tact and diplomacy when required  Foreign language speaker and/or sign language skills |
| **Attributes** |  |  |

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| Willingness and enthusiasm to add value to the operation. Confidence, honesty, integrity and enthusiasm.  Flexible and able to work under pressure Interest and passion for contemporary art Interest and passion for HE |        |
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