

Sheffield Museums Trust

Job Description

- Job Title:** Visitor Assistant
- Responsible to:** Site Manager
- Responsible for:** N/A
- Liases with:** All Departments and staff
External Contractors
Catering Franchisee

The Job

The purpose of the job is to:

- provide a high-quality visitor experience through a warm and visitor focussed welcome
- ensure public safety and the security of the collections and buildings.

The Bigger Picture

You will:

- Proactively welcome, orientate and support visitors, organised groups and schools.
- Assist visitors in their enjoyment and understanding of collections and exhibitions through engagement and the communication of information; including the provision of guided tours.
- Maintain a good knowledge and understanding of the work of Sheffield Museums and the city's wider cultural programme and communicate to visitors.
- Actively promote the work of Sheffield Museums; participate in campaigns and encourage donations and Friends' memberships.
- Maintain high standards of presentation and cleanliness throughout the buildings
- Maintain a good knowledge of emergency procedures; assist in emergency situations and be responsible for the health and safety of visitors and colleagues.
- Monitor security of the collection, exhibitions and environmental controls and assist the Site Managers/ Assistant Site Managers with the locking and unlocking of galleries and buildings.

- Assist in the effective facilitation and delivery of events and activities.
- contribute to and deliver against Sheffield Museums Trust's strategic plan.

The Day to Day

You will:

- record and report visitor information, enquiries and comments.
- collaborate with the retail team to promote retail outlets and products.
- undertake training and development as required.
- support and work with volunteers.
- be available to work out of hours, across all sites in emergency situations.
- be responsible for your own safety, the safety of colleagues and visitors, taking all appropriate measures required to maintain the security and safety of collections, buildings and people.
- undertake any other reasonable duties that may be required by the post holder.

Person Specification

Job Title: Visitor Assistant				
Department: Operations				
	Essential	Desirable	Method of Assessment	Shortlisting Criteria
Qualifications & Training				
Qualification or formal training in customer services desirable		✓	AF/C	
Experience				
Experience working or volunteering in a customer / visitor service environment.	✓		AF/I	✓
Experience of effectively working as part of a team	✓		AF/I	✓
Experience selling or promoting products / services.		✓	AF/I	
Experience of providing guided tours or facilitating activities.		✓	AF/I	
Knowledge				
Good knowledge of Outlook, Excel and Word.		✓	AF/I	
Good knowledge of Sheffield and the city's wider cultural programme.		✓	AF/I	
Knowledge of Health & Safety issues.		✓	AF/I	
Skills				
Excellent telephone and communication skills.	✓		AF/I	✓
Basic IT Skills	✓		AF/I	✓
Good level of literacy and numeracy.	✓		AF/I	✓
Behaviours				
Commitment to provide excellent visitor services.	✓		AF/I	✓
Confident dealing with challenging situations.	✓		AF/I	✓
Enthusiastic, friendly and helpful.	✓		AF/I	✓
Ability to work on own initiative.	✓		AF/I	✓
Commitment to achieving the aims and values of Museums Sheffield.	✓		AF/I	

Additional requirements of the role				
Willingness to work across all sites as required.	✓		AF/I	✓
Excellent standards of personal appearance.	✓		AF/I	
Able to work flexibly over a 7-day rota.	✓		AF/I	✓
A keen interest in museums and galleries.		✓	AF/I	
Advocate on behalf of the Trust to support our fundraising objectives, promote our work and signposting supporters to donation channels, as appropriate.	✓		AF/I	✓

AF = Application Form

I = Interview (this may include a presentation or test)

C = Certification

Date Reviewed	23 June 2021
Reviewed By	CM