



JOB DESCRIPTION

VISITOR SERVICES ASSISTANT (Weekends)

SALARY:	£7.70 per hour
CONTRACT TYPE:	Permanent
CONTRACT HOURS:	Part-time, 13 hours, 2 days per week (Saturday & Sunday)

ROLE SUMMARY:

Based in the Reception and Gift Shop at Fairfax House, the Visitor Services Assistant will ensure that all visitors receive outstanding customer care from their arrival through to their departure by implementing a 'customer comes first' attitude.

The Visitor Services Assistant will usually be the first point of contact for our visitors, and it is their job to deliver a warm engaging welcome to Fairfax House. Their role encompasses both looking after visitor admissions and retail assistance and involves welcoming visitors to the property, selling admission tickets and effectively promoting the Gift Aid on Entry admission scheme. The Visitor Services Assistant will also be responsible for assisting customers with sales, undertaking merchandising, taking enquiries and telephone sales, and supporting the business by maximising the shop's income and profitability.

Weekend work is a requirement of this post. Although there are designated working hours, a flexible approach is essential to this role and some additional evening events and Public Holiday work may also be required. It is important that the post-holder is prepared to help with holiday cover and emergencies. Situations may occasionally arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Director.

ABOUT YOU: What you will bring to the role

You will be a 'people' person who enjoys working with volunteers, visitors and colleagues alike and is comfortable communicating with people of all ages and backgrounds. Working in a historic place will mean a lot to you, and you will get a lot out of championing this superb Georgian Townhouse and helping our visitors to realise what makes it special – from the moment they cross the threshold. You will recognise that this is no ordinary job and workplace and understand that professionalism, customer service and an eye for detail are key to being the best possible Visitor Services Assistant.

KEY RESPONSIBILITIES:

1. CUSTOMER SERVICE

- Deliver a consistently high level of customer service so that our customers' expectations are exceeded.
- Ensure that the museum front of house is staffed at all times during opening hours.
- Provide prompt, efficient and courteous attention to the requirements of customers both in the gift shop and reception.
- Ensure you have a good knowledge of Fairfax House to provide accurate and positive information to all our visitors.
- Promote and explain children's activities (Townhouse Mouse trail and quest) enthusiastically to enhance family visits and awareness.

2. RETAIL ASSISTANCE

- Ensure every opportunity is taken to increase sales, convert visitors to customers, and ensure high levels of customer service are provided.
- Maintain a thorough knowledge of products and practices in order to promptly and efficiently deal with queries from customers.
- Merchandise and display stock to a high standard at all times.
- Assist with unpacking deliveries, putting stock away and pricing new merchandise correctly.
- Provide ticket sales for Events and record booking details accurately including customer address and details.
- Assist with stock takes and counts as required to ensure that an accurate stock records are maintained.
- Inform the Shop Buyer when items of merchandise are running low and need to be re-ordered.
- Dust stock, clean shelves and display cabinets and ensure that all reception/shop fittings are maintained to a high standard of cleanliness and appearance.

3. VISITOR WELCOME

- Welcome visitors to Fairfax House providing information regarding the property, selling admission tickets and providing visitor orientation.
- Effectively promote Gift Aid achieving targets for Gift Aid recovered on admissions.
- Maintain a good knowledge of daily activities at the property to effectively promote Fairfax House's public events programme, guided tour offers and function packages.
- Promote and sell the property guidebook.
- Help maintain high standards of presentation in the reception and gift shop, ensure leaflet racks are well stocked and signage boards are displayed correctly and safely.
- Observe at all times the principles of visitor care and always project a friendly, helpful and approachable image.
- Ensure that the various constraints on visitors, which are essential to the safekeeping of the property, are applied in a sympathetic manner.

4. CASH HANDLING & SECURITY

- Check till float at the beginning and end of each day to ensure accuracy of takings.
- Process all transactions accurately – cash, cheque, and credit card.
- Reconcile and record all transactions and daily figures.
- Maintain a physical presence in the gift shop to ensure the protection of shop stock and your availability to answer customer enquiries quickly and efficiently.

5. OTHER DUTIES & REQUIREMENTS

- Act as a point of welcome and information for our volunteers, assisting and orientating them to fulfil their roles happily and effectively in the House.
- Develop a detailed knowledge and genuine interest in the property and its collections.
- Work within the terms of the contract of employment and adhere to Fairfax House policies and the Required Ways of Working.
- As needed, participate in the arrangement, setting up for special events and activities at the property, both in and out of normal opening times.
- Undertake any other duties that may be reasonably requested by the Director.
- Participate in the annual Winter Cleaning Programme in January / February following the house guidelines and protocols.
- Attend staff meetings and any training courses as required.
- Ensure that all Health & Safety regulations are observed at all times.
- Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.

KNOWLEDGE, SKILLS AND EXPERIENCE

What we are looking for in a Visitor Services Assistant:

Skills & Knowledge:

- Enthusiastic, hardworking and willing to get involved.
- A 'people person': friendly, welcoming and engaging.
- Well-organised, methodical, attentive to detail, and thorough in your approach.
- Resourceful, focused and self-motivated.
- An excellent team player, working alongside colleagues and volunteers, sharing knowledge and information, helping to create a great place to work.
- Effective communicator with strong inter-personal skills and the ability to communicate with a diverse groups of people.
- Flexible and able to multi task.
- Good standard of literacy and numeracy.

Experience:

- Experience of working in retail or customer facing activity is essential.
- Cash handling and till operation highly desirable.

Please note that the applicant will be required to complete an Enhanced DBS check.