

## Job Description

Job Title: Visitor Experience Team Member

Reporting to: Visitor Experience Manager/ Assistant VE Manager

Pay scale: YMT SC2 (SCP12-13) £17,364 - £17,673 per annum pro rata

Contract: Permanent

### Main Purpose of the Job

To provide a welcoming, friendly and informative environment for the visitor to ensure that their experience of the exhibitions, events and facilities run by York Museums Trust is positive, rewarding, memorable and safe.

To assist with the security of the buildings, grounds, collections, staff and equipment.

To work in all aspects of the operation including admissions, guiding, interaction, leading general/bespoke tours of the collection or exhibitions and retail.

### Operations

- To deliver excellent customer service and the best quality visitor experience
- To be responsible for visitors' security and safety
- To take part in the day to day activities of York Museums Trust
- To work with colleagues from visitor experience teams providing a 21st century visitor experience
- To act as an advocate for staff and visitors with special needs and cultural diversity.
- To work with broader teams from within the Trust – i.e. learning, collections, marketing, and volunteers
- To be an advocate for staff, visitors and YMT as an organisation
- To welcome and direct learning groups
- To assist in day to day operational requirements such as setting up rooms and equipment
- To understand security issues and ensure the appropriate security of the buildings, grounds, collections, staff and equipment.
- To be vigilant to the activities of those using the buildings and services.
- To attend daily briefings and meetings relevant to post

### Visitor Experience

- To engage with visitors, answering queries relating to their visit, the collection, or the city region, maintaining an up to date knowledge of YMT and city-wide activities.
- Where required, to have costumed presence on the galleries and provide informed dialogue and interaction with visitors
- To engage with all visitors in conversation

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- To carry a radio and respond appropriately to messages and requests
- To maintain tidiness of areas and walk ways liaising with cleaners as required
- To provide entertaining tours or talks around the museum

## H&S and Security

- To take an active role in evacuating the galleries and building in an emergency situation or where appropriate instigate a run, hide, tell evacuation
- To ensure the appropriate security of collections, displays and equipment
- To respond to security alarms - collections, fire, panic etc.
- To provide a supporting function in emergencies

## Admissions / Retail

- To inform visitors about the benefits of YMT membership and convert this into sales on admissions.
- To process group bookings through the till
- To provide a retail customer service, recommending suitable products and achieving add-on sales
- To operate cash registers and other admissions/retail equipment relevant to the job
- To ensure audited control of cash income, ensuring that cashing up duties are performed accurately and on time.
- To promote and record Gift Aid

## Other duties/responsibilities

- You will be required to work regular weekends and public holidays as well as some evenings.
- You may at any time be required to work at any of the other Trust sites
- To maintain a knowledge of emergency procedures
- To complete timesheets accurately and on time
- To complete other relevant paperwork as required - e.g. incident reports
- To assist with visual merchandising and display for retail operations as required
- To promote and develop equality and diversity in line with YMT Equality Statement.
- To attend and undertake training as required
- You may from time to time be required to undertake such other duties of a similar nature which fall within the job purpose outlined above and which are consistent with the grading of the post.

## Key Relationships

- Visitor Experience Manager(s)
- Head of Visitor Experience and Commercial
- Health and Safety Advisor
- Membership Coordinator
- Venue Hire Team
- Facilities Manager

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- Visitor Experience Team Leaders
- Learning Team
- Volunteers Team
- Curatorial Team
- Internal and external contractors and technician staff

## **Qualifications/Skills and Experience**

### **Essential**

- Experience of working in Customer Service and with members of the public
- Experience of using retail and/or admissions equipment, e.g. tills
- Ability to communicate with a diverse range of people in a friendly, effective and helpful manner, and the ability to consider the needs of disabled and overseas visitors
- An understanding of security considerations for buildings open to the public
- Health and safety awareness
- Willing to continually learn and update knowledge
- Appropriate and presentable appearance
- An interest in history and/or art
- Commitment to equality and diversity and an understanding of how this commitment applies to this role

### **Desirable**

- Knowledge of digital media and willingness to use social networking (e.g. blogging, etc.) to promote York Museums Trust's venues
- Experience in delivering first aid and ensuring public safety
- Experience of producing and delivering tours etc.
- Experience of working in museums or other heritage organisations

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## Terms and conditions of service

### Job Title: Visitor Experience Team Member

#### Reporting line

This post reports to the Visitor Experience Manager/ Assistant Visitor Experience Manager.

#### Salary

The salary for the posts is YMT SC2 (SCP12-13) £17,364 - £17,673 per annum pro rata.

Actual salary ranges are:

Post 1 – £15,252 - £15,523

Posts 2, 3, 4 - £12,203 - £12,418

Post 5 – £6,100 - £6,209)

Post 6 – £4,692 - £4,776

#### Annual leave

The annual leave entitlement is 25 days per annum pro rata increasing by five days pro rata after five years continuous service with the Trust, plus public holidays.

#### Pension

You will be enrolled into the North Yorkshire Pension Fund on the first day of employment where your contract is of 3 months duration or more. If you wish to opt out of the pension, you can do so by contacting [www.nypf.org.uk](http://www.nypf.org.uk)

#### Hours of work

Post 1 – 32.5 hours per week

Posts 2, 3, 4 – 26 hours per week

Post 5 – 13 hours per week

Post 6 – 10 hours per week

Please see Rota pattern document for more information.

#### Health

Prospective employees must be cleared by the Occupational Health Service as medically fit for employment by the Trust.

#### Probationary period

Appointments are subject to the successful completion of a six month probationary period.

#### Period of notice

The period of written notice required for you to terminate this post is 1 month. The Trust will give you 1 month's notice increasing statutorily.