



Job Profile

Job Title:	Visitor Experience Assistant
Service:	Culture Perth & Kinross: Museum and Galleries
Grade:	GE3: £21,482.72 - £22,014.87 per annum (Pay Award Pending) £11.45 - £11.73 per hour
Hours:	Varied
Location:	Perth Museum
Reports to:	Front of House Team Leader

Job Purpose

- To provide exceptional customer service and actively welcome visitors to our brand new attraction, Perth Museum, and to our sister property Perth Art Gallery if required.
- To operate to the guiding principles of accredited schemes such as VisitScotland and the Association of Visitor Attractions Scotland.
- To ensure gallery security, carrying out janitorial duties as required.

Evening and weekend working will be a requirement of the role.

Main Accountabilities

- Provide a high quality of customer care.
- Actively welcome visitors and provide information about Culture Perth and Kinross' museums, galleries, and current exhibitions, and provide short gallery tours if required.
- Provide telephone reception.
- Actively supporting Culture Perth and Kinross' approach to fundraising and income generation by promoting donations, supporter schemes, and other products, encouraging team members to do the same.
- Actively sell museums and galleries merchandise and operate the cash till.
- Provide security vigilance and patrolling of the display areas whilst engaging with visitors.
- Apply Health and Safety awareness at all times.
- Undertake cleaning and maintenance of public and office areas including toilets.
- Handling objects, moving, and general portorage, including setting up spaces for meetings and events.
- Provision of cover at variable times and dates including weekends and evenings to meet the requirements of the service.
- Undertake appropriate training and personal development.

Other Duties

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post.

Job Specific Requirements

There is an expectation that short listed candidates will meet all the requirements stated below.

Knowledge & Experience
<ul style="list-style-type: none"> • Good general education. • Experience of sales, reception duties and customer care.
Customer Care
<ul style="list-style-type: none"> • Enthusiastic and conscientious. • Positive attitude. • Ability to provide excellent standards of customer care (to both external and internal customers).
Health & Safety
<ul style="list-style-type: none"> • Ability to lift and carry. • Ability to climb and descend stairs and ladders. • Ability to remain on one’s feet to carry out patrol and cleaning requirements.
Equality & Dignity at Work
<ul style="list-style-type: none"> • All staff are required to work in accordance with practices which support equality and dignity at work.
Communications
<ul style="list-style-type: none"> • Good communication and organisational skills. • Computer literate with knowledge of Microsoft Office.
Flexibility
<ul style="list-style-type: none"> • Evidence of ability to work as part of a team and on own initiative. • Ability to work outside of office hours including weekends and evenings according to the needs of the service.
Achievement of Results
<ul style="list-style-type: none"> • Ability to work to deadlines.
Quality
<ul style="list-style-type: none"> • Committed to a high level of customer service.
Team Working
<ul style="list-style-type: none"> • Evidence of being an effective team member.
Decision Making & Problem Solving
<ul style="list-style-type: none"> • Ability to follow instruction and procedures. • Awareness of when and to whom enquiries should be referred.
Any Additional Requirements
<ul style="list-style-type: none"> • Current First Aid certificate would be an advantage. • Evidence of undertaking Health and Safety courses including Fire Fighting and Risk Assessment would be an advantage.