



Visitor Experience & Shop Support Assistant

JOB TITLE:	Visitor Experience & Shop Support Assistant
Contract:	Permanent (subject to probation period)
Hours:	Saturday and Sunday 10am – 5.30pm
Salary:	£19,000 pro-rata
Closing Date:	Wednesday 18 th July 2018
Interviews:	Monday 23 rd July 2018
Starting Date:	As soon as possible

Opened as a museum in 1962 and situated in London's bustling Borough district beside London Bridge Station, Guy's Hospital and The Shard, the Old Operating Theatre Museum and Herb Garret stretches across the attic floor of the former St Thomas' Church. Its key spaces are an 1820s surgical operating theatre, once part of the old St Thomas' Hospital, and the adjacent herb garret.

MAIN PURPOSE OF THE JOB

The Old Operating Theatre Museum and Herb Garret, governed by The Lord Brock Trust (LBT), a Charitable Incorporated Organisation (CIO) is seeking to appoint a part-time Visitor Experience & Shop Support Assistant to work on-site at the Museum every Saturday and Sunday.

The Visitor Experience & Shop Support Assistant will work as part a team to deliver a welcoming, engaging and memorable experience to our visitors. This role will be integral to the achievement of sales, key performance indicators and the delivery and continued development of our unique visitor experience. You will provide a friendly and efficient welcome, assist with activities, and carry out shop sales, with the opportunity to deliver talks (training provided).

There is scope for the position holder to work additional hours facilitating our regular and exciting evening events.

KEY RESPONSIBILITIES

The Visitor Experience & Shop Support Assistant will be a first point of contact to our visitors and will need to provide them with a positive, friendly and welcoming environment.

Key tasks include:

- Clearing and preparing the Museum for public opening and checking/cleaning the space at the end of the day;
- Issuing visitor tickets, operating the till and card machine;

- Answering visitor questions about the Museum and the local area;
- Actively listening to and responding to all visitor enquiries and feedback in a professional and courteous manner;
- Ensuring the Welcome Desk looks well presentable at all times, clean, tidy and the shop is well-stocked;
- Carry out shop sales, identifying opportunities to maximise revenue;
- Maintaining merchandise displays following appropriate guidelines and procedures;
- Assisting with maintenance of stock records and stock takes;
- Provide basic level tours when applicable (training and development will be provided);
- Support the booking and co-ordination of our popular weekend talks;
- Keep up to date with and actively promote the collections, current and future events and learning activities;
- Answer telephone and email enquiries, forwarding to appropriate colleagues;
- Keep visitor figure records;
- Undertake visitor evaluation as and when requested;
- Support the cleaning, maintenance and appearance of the staff spaces;
- Cashing up daily takings, completing paperwork and electronic recording;
- Support and direct volunteers when appropriate.

GENERAL RESPONSIBILITIES

- Follow all policies and procedures in line with the Museum's requirements including, health and safety, first aid, fire evacuation and security;
- A commitment to equal opportunities;
- A commitment to continual professional development;
- Maintain awareness and interest in the Museum, Heritage, Arts and Cultural sector initiatives and developments.

HOW TO APPLY

To apply, email your CV and a covering letter outlining your interest and suitability in this role to Sarah Corn, Director, on sarah.corn@oldoperatingtheatre.com by Wednesday 18th July 2018, 5.00 pm.

The Old Operating Theatre, Museum and Herb Garret is an Equal Opportunity Employer. We are committed to treating all applicants and employees in the same way regardless of race or colour, nationality or national or ethnic origin, religion or religious belief, sex or marital status, sexual orientation, disability or age.

PERSON SPECIFICATION

Quality	Essential	Desirable
<i>QUALIFICATIONS</i>		
GCSEs or equivalent A-C, in particular, English and Maths	✓	
Customer Service qualification (NVQ Certificate/Diploma) or equivalent		✓
<i>EXPERIENCE</i>		
Retail experience in a customer facing role	✓	
Cash handling and use of e-pos systems, processing transactions accurately	✓	
Proven ability of dealing with a wide range of customers and needs, to a high standard	✓	
Understanding of visual merchandising and how this can improve sales		✓
Awareness of Front of House Operations and Security procedures in a Visitor Attraction		✓
<i>SKILLS/KNOWLEDGE</i>		
Interest in nineteenth-century history		✓
Awareness of PCI Compliance and General Data Protection Regulation		✓
Excellent verbal and written communication skills	✓	
Ability to effectively use the Microsoft Office suite and the confidence to learn other software packages	✓	
An ability to work independently, as well as collaboratively as part of a team	✓	
<i>PERSONAL QUALITIES</i>		
Enjoy meeting new people and engaging in conversation	✓	
Polite, diplomatic and ability to remain calm during busy periods	✓	
Enthusiastic and respond quickly and positively in a changing environment	✓	
Flexibility to work additional hours and attend regular team meetings	✓	
A commitment to your own continuing professional development	✓	
A commitment to equal opportunity regardless of age, disability, gender, race, religion, sex or sexual orientation	✓	