

**JOB PROFILE**

<b>Post No.</b>	
<b>Post Title:</b>	Visitor Experience Assistant
<b>Unit/Team:</b>	Arts, Heritage and Visitor Services
<b>Grade:</b>	Grade B
<b>Service:</b>	Leisure and Wellbeing
<b>Reports to:</b>	Visitor Services Team Leader
<b>Issue Date:</b>	April 2024

**PURPOSE OF THE JOB**

To welcome visitors to Rugby Art Gallery and Museum, providing information on the activities and services on offer. To be informed about the museum and gallery, collections, current exhibitions and the attractions within Rugby and the Borough.

To work within Rugby Art Gallery and Museum’s vision to create an environment for engagement and learning, embracing our family friendly values and ensure all visitors have an excellent visitor experience throughout the building.

To provide operational and administrative support to the Visitor Services Team Leader, in order to ensure the smooth running of the Visitor Information Centre.

**1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 To deliver a high standard of customer service to all visitors to the Art Gallery and Museum, in accordance with VAQAS standards.
- 1.2 To provide a professional, visible and welcoming point of contact for visitors, schools and other groups to deliver a positive visitor experience.
- 1.3 Responding to visitor enquiries in person, telephone, letter, email, online, via social media and other means of communication, including research as necessary, referring enquiries to the correct officer and supporting with digital output. Maintaining the upkeep and replenishment of front of house displays and the gift shop.
- 1.4 Ensuring the efficient day-to-day running of the Visitor Information Centre, museum and gallery spaces.
- 1.5 To be responsible for the handling of monies from the Visitor Information Centre and Rugby Art Gallery and Museum, including the cashing up of tills at the end of the day.

- 1.6 Provide support to deliver projects coordinated by the Visitor Centre, such as Heritage Open Days, town tours, competitions.
- 1.7 Assist with workshops, demonstrations and school visits if required, including giving introductory talks and informal tours.
- 1.8 Conduct research in order to be informed about collections and exhibitions; deliver a high standard of customer service and support digital platforms such as social media for Rugby Art Gallery and Museum and The Rugby Town.
- 1.9 Monitor the museum and gallery spaces through regular patrols to ensure the safety and security of the collections, exhibitions and the public.
- 1.10 To ensure required resources and materials are ready and available for pre-booked groups and prepare resources for educational activities.
- 1.11 To collect and collate accurate visitor numbers and information that contribute to the Council's performance indicators.
- 1.12 When needed, work with the Senior Programme and Exhibitions Officer and Senior Collections Officer to support the install of new exhibitions - including packing and unpacking of objects and artworks, object handling, carrying out condition reports and some manual support such as painting.
- 1.13 Ensure the spaces are correctly set up at the beginning of the shift and properly shut down and secured at the end of the day.
- 1.14 To ensure the spaces are clean and tidy, duties including dusting and sweeping.
- 1.15 Monitoring pest traps and reporting issues to the Collections Assistant.
- 1.16 Operating booking and ticketing procedures for Visitor Centre and Art Gallery & Museum related services. Assisting with the online shopping system operations.
- 1.17 Ensuring legal, statutory and other relevant provisions governing or affecting the service provided to Visitor Information Centre customers such as those covered by the Data Protection Act 1998 and any subsequent amendments are strictly observed.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 May be required to work at other Council run heritage attractions or museums and assist in events and activities outside Rugby Art Gallery & Museum.
- 2.2 To be trained as onsite fire marshal and first aider.
- 2.3 Assisting with stock deliveries and checks, inputting stock on system and setting up new products on the epos system. Assisting in the maintenance of accurate retail stock records, including stock takes.
- 2.4 Occasionally attend meetings, training courses, events, exhibitions, presentations and workshops and represent the Borough Council as required. Progress any issues arising.

- 2.5 Assist with the development and operation of events, co-ordination of group visits/familiarisation visits related to Rugby Art Gallery & Museum.
- 2.6 There may be a requirement to provide out of hours support.
- 2.7 Provide support to other areas of Rugby Art Gallery & Museum, including covering of absence within the wider team if required.
- 2.8 Any other reasonable duties as requested.

### **3. SUPERVISORY RESPONSIBILITIES**

Induction training and support of volunteers, work experience and Casual Visitor Experience Assistants.

### **4. FINANCIAL RESPONSIBILITIES**

Responsible for the handling of monies from the Rugby Art Gallery & Museum and Visitor Centre service, including the cashing up of tills at the end of the day.

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

Some responsibilities for databases, such as updating and maintenance. Also, for data collection and collation for Performance Indicators, e.g.: visitor figures.

### **6. EXTENT OF PUBLIC CONTACT**

Primary point of contact for all visitors to the Rugby Art Gallery & Museum and Visitor Information Centre.

### **7. WORKING CONDITIONS AND ENVIRONMENT**

Primarily based in Rugby Art Gallery & Museum and the Visitor Information Centre. May be required to travel to other venues, e.g. schools, village halls.

There is a requirement for working during evenings, Bank Holidays and weekends.

### **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity

Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

## **9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Visitor Experience Assistant

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Excellent interpersonal skills (face to face and telephone)	E	A,I,R, T
Methodical approach	E	A,I,R
Flexible approach to working	E	A,I,R
Good team worker	E	A,I,R
Experience in dealing with the public	E	A,I,R
Good IT skills	E	A,I
Demonstrating our CAN DO corporate values	E	A,I

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – eg certificates	D