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| <b>Post title</b>             | <b>Visitor and Monument Assistant</b>                    |
| <b>Division / Section</b>     | <b>Culture / Cultural Venues – Museums and Galleries</b> |
| <b>Department</b>             | <b>City Strategy and Economy</b>                         |
| <b>Responsible To</b>         | <b>Event / Duty Manager</b>                              |
| <b>Number of post holders</b> |  |
| <b>Acting up/ Secondment</b>  |  |

**Purpose of Job**

Assist with the delivery of public programmes to the highest standards, visitor engagement, and the operation of a venues admission service for visitors of all ages and abilities across Cultural venues

**MAJOR TASKS/JOB ACTIVITIES**

- Assist with visitor engagement in City of Edinburgh Museums, Monuments and Galleries.
- Assist with the delivery of Public Programmes and Venue Hires at various venues and monuments across the city.
- Operate a venues admission service for visitors.
- Operate security, health and safety procedures.
- Operate cash handling and banking as detailed by Internal Audit.
- Carry out cleaning duties as required.
- Undertake vehicle driving and related duties as appropriate.
- Undertake Stand-By and Out of Hours duties when required

**Supervision and Management of People**

NA

**Creativity and Innovation**

Must be able to use initiative to respond to visitor needs immediately and to present information about collections and exhibitions in a variety of ways.

Provides information to visitors and answers their inquiries; has responsibility for carrying out banking procedures.

**Contacts and Relationships**

Meets local and international visitors of all ages and abilities on a daily basis.

Works with volunteers and contracted providers of workshops, activities, events and lectures.

Advises Event /Duty Managers on customer feedback and health and safety issues.

Works with curatorial colleagues and Public Programme Manager on content of information to be delivered to visitors.

Liaises with Council colleagues over opening times of various venues across the city.

**Decisions (Discretion)**

Makes daily decisions about level and kind of information to give to visitors and when to refer to other colleagues.

Decides daily on number of visitor admissions at any time according to health and safety requirements and capacity of venues.

Advises Event/Duty Managers on closures due to adverse weather conditions.

**Decisions (Consequences)**

Follows directives on safety levels of numbers of visitors to museum and gallery floors.

Ensures any visitor behaviour does not constitute a safety risk to people or collections.

Standard of visitor engagement provided impacts on the quality of the cultural offer and reputation of the City both nationally and internationally.

Completes daily cleaning and H&S records as required

Completes daily takings sheet and reconciles with till readings where required

Ensures daily banking of cash where required

Performance of duties impacts on the quality of the heritage offer and reputation of the City.

**Resources**

Responsible for the care and stocking of learning areas in venues and for setting out furniture and equipment for events where required

Responsible for the daily collection and security of admission fees.

**Environment – Work Demands**

Reports to Events/Duty Manager but works unsupervised on a daily basis.

Has daily responsibility for ensuring safety of visitors in Museum venues and Monuments; be the first point of contact for emergencies and Guest queries ; and for cash handling and banking

**Environment – Physical**

All of the work requires the post-holder to be standing or moving around galleries and engaging with visitors during shift

Duties in the Scott Monument involve sitting in a small kiosk.

Patrolling various venues requires climbing steps regularly throughout the day.

Staff wear protective clothing in winter.

Lone working as required.

**Environment – Working conditions**

Contact with several thousand visitors daily in the high season.

Daily cleaning duties throughout shift and requires the use of approved cleaning materials.

### **Environment – Work Context**

Must be vigilant while undertaking the duties of the post to ensure the safety of visitors and museum collections.

Must be vigilant for visitor safety in venues.

Responsible for the security of admission fees.

Must be prepared to be on your feet throughout shift and move up and down stairs and work both outside and inside dependant on Venue

Deals with people who suffer from vertigo or panic attacks occasioned by the nature of the monuments.

Out of hours, evening and weekend working

### **Knowledge and Skills**

Must be confident, friendly and able to handle a broad range of information.

Willing to acquire new knowledge and skills.

Understand the learning needs of a diverse audience and able to apply appropriate communication techniques.

Must be literate and numerate.

Good verbal communications skills are required as well as excellent customer care and interpersonal skills.

Ability to engage positively with the general public.

Cash handling experience.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.