NATIONAL MINING MUSEUM SCOTLAND

**JOB DESCRIPTION**

**Post Title:** Visitor Services Assistant (Full time or 2 x part time)

**Department:**  Visitor Services

**Reports To:** Marketing & Events Manager

**BACKGROUND**

National Mining Museum Scotland is the national body responsible for the preservation and interpretation of Scotland’s Mining Heritage. Our core purpose is to preserve our internationally important collection and estate through encouraging and supporting a wide ranging audience through access and participation in visitor experiences and developing learning resources.

**VISITOR SERVICES AIMS**

Visitors are an essential part of the Museum and we aim to exceed their expectations. Visitor Services Assistants (VSA) are key to providing visitors with a 5 star level of customer service - from the moment they enter the museum - setting them up for an amazing experience for the rest of the day.VSA’s are responsible for answering queries, orientating visitors and making sure they have all the information they need to enjoy their visit. VSA’s inform visitors about the amazing work we do and what their tickets/purchases fund.

**PURPOSE OF POST**

* To provide a high quality customer service to ensure that NMMS visitors of all ages have an enjoyable experience that informs, educates and inspires.

**KEY RESPONSIBILITIES**

* Greet each customer in a friendly and approachable manner
* Orientate visitors by informing them of facilities on site
* Proactively undertake visitor surveys and input results into the database
* Inform visitors about NMMS programmes and events and sell tickets when appropriate
* Sell tickets to visitors and up-sale appropriately
* Keep accurate records of tour numbers and communicate with guides
* Serve as first point of contact for telephone enquires
* Accept deliveries, goods match shop stock and report any discrepancies to line manager
* Order, unpack, label and store or shelve shop stock
* Monitor and report on shop stock levels
* Maintain the appearance of the shop to a high standard ensuring that stock is displayed in an attractive manner, shelves are dusted, glass cases are clean and shop talkers are displayed
* Commit to good Health and Safety practice and ensure familiarity with NMMS health and safety policies, procedures and guidelines
* Maintaining a safe and clean environment
* Regularly check exhibition areas and report any issues
* Assist in the preparation and delivery of educational tours, learning activities and museum events
* Undertake such duties and responsibilities that may be reasonably required by NMMS

|  | Essential | Desirable | Measured by |
| --- | --- | --- | --- |
| **Qualifications** |
| Relevant degree or qualification or equivalent. |  | X | Certificate to be produced at Interview |
| **Experience** |
| At least one year in a visitor attraction/customer service role |  | X | Application form; interview questions |
| Cash handling and cashing up procedures  | X |  | Application form; interview questions; probation period |
| Use of a computer operated till | X |  | Application form; interview questions; probation period |
| **Skills and attributes** |
| Effective verbal and written communication skills  | X |  | Application form; interview questions; probation period |
| Ability to work flexibly as part of a team | X |  | Application form; interview questions; probation period |
| Understanding of effective customer care | X |  | Application form; interview questions; probation period |
| Proficient user of Microsoft Office suite products |  | X | Application form; interview questions; probation period |
| **Other** |
| Must be able to work evenings, weekends and public holidays. | X |  | Application form; interview questions; probation period |

**GENERAL INFORMATION**

**SALARY**

£9.50 per hour, paid in monthly arrears

**HOURS**

National Mining Museum Scotland is open 7 days a week all year.

1000 - 1700, April to October

1000 - 1600, November to March

Work patterns will reflect operational requirements this includes weekends and holiday working.