**UNIVERSITY OF GLASGOW**

**JOB DESCRIPTION**

**Ref No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Job Title** | Visitor Experience Assistant |
| **School / RI / US Department** | Museum and Art Gallery - The Hunterian |
| **College / University Services Division** | University Services |
| **Reporting To** | Visitor Experience Manager |
| **Grade and Job Family** | Operational Grade 3 (Indicative) |

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| **Job Purpose** |
| The Visitor Experience Assistant will work as part of the visitor experience team playing a vital role in delivering a first class cultural and heritage visitor experience.  They will provide a warm welcome to visitors, helping them enjoy and engage with the Hunterian’s permanent collections by providing a truly memorable visitor experience whilst protecting the Universities collections.    Visitor Experience Assistants will demonstrate exemplary first-class customer service skills and will engage with clients and visitors by responding knowledgeably to a wide range of enquiries about the museum's collection, buildings, events and activities and type of services available. They will act as ambassadors for The Hunterian and the University of Glasgow, maintaining a smart and professional appearance and providing a proactive and rewarding experience for all visitors across Hunterian venues. |

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| **Main Duties and Responsibilities** |
| 1. To be an ambassador for The Hunterian venues, providing a proactive and warm welcome for all visitors.  Promoting a positive image of the University always by personally living the values, maintaining a smart and professional appearance and assisting visitors in a friendly, courteous manner upon arrival and throughout the rest of their journey. To bid a warm farewell to all visitors, actively seeking feedback and encouraging repeat visitation. |
| 1. To proactively engage, interact, communicate and assist visitors in how best to maximize their enjoyment of the collections. Actively add value to their experience by responding knowledgeably to a wide range of enquiries about the Hunterian’s Collections, buildings, events, activities and type of services available. The Visitor Experience Assistant should be able to convey information regarding local visitor attractions and other tourism highlights. |
| 1. To provide tours in the Mackintosh House and talks to visitors/groups on specific objects. |
| 1. Working to support all members of the Visitor Experience Team by monitoring the Hunterian events diary. To undertake set ups for all events in the Hunterian venues including the moving of furniture and AV equipment in accordance with specifications and plans. |
| 1. To deliver, receive and redistribute stores, stationery, mail, parcels and other goods across Hunterian venues.  Complete and hold accurate records of incoming goods as per requirements. |
| 1. Attend regular briefings, training and meetings as set out by the Visitor Experience Team Leaders and Visitor Experience Manager and participate in an enthusiastic and proactive way. |
| 1. Assist with keeping all Hunterian venues clean and well presented, including clearing away after events and assisting with event set-ups. |
| 1. To provide a vigilant presence within the venues ensuring that no damage occurs to the exhibits, or to the fixtures or fittings and ensure proactive fault and maintenance reporting to Estates Services and IT helpdesk, thereafter, monitoring them through to completion. |
| 1. Following training act as Fire Warden/Evacuation Chair operator to ensure the safe evacuation of University buildings and act as first responder to all emergencies including administering first aid following first aid training. |
| 1. Provide content for social media were appropriate. |
| 1. Undertake periodic compliance checks of The Hunterian venues to ensure a safe working environment for customers/students, including routine fire safety checks, routine lighting inspections.  Complete and hold accurate records of checks including using relevant computer systems and software packages. |
| 1. To assist as required with general and emergency cleaning internally and externally, restocking of consumable items and any accidental spillages, |
| 1. Regularly review the building manual and highlight areas in need of updating due to changes in the building or process and policy changes.  Update sections as directed by Visitor Experience Team Leader or the Visitor Experience Front of House Manager. |

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| **Knowledge and Skills** |
| **Knowledge/Qualifications**  Essential:   * Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role Or: Scottish Credit and Qualification Framework level 4 in English and Mathematics (National 4) or equivalent, and some experience of working in a similar role.     Desirable:   * Good knowledge and understanding of the University's exhibitions and displays. * An awareness of the Equality Act 2010. * Customer Care/Welcome Host qualification(s.) * Knowledge of procedures to be followed in monitoring and reporting visitor behaviour. * Knowledge of the University, policies and procedures, systems and geography, along with a working knowledge and understanding of services provided through University Services. * Understanding of relevant health and safety policies and procedures relative to the role, including manual handling, fire safety and security to ensure you can work safely and respond appropriately to support emergency evacuations. |
| **Skills** Essential:   * A proactive, flexible and enthusiastic approach to work with focus on providing a first class visitor experience. * Demonstrable customer care skills. * Good interpersonal, written and oral communication skills to communicate effectively with students, staff and visitors in a courteous and diplomatic manner. * Self-motivated, able to manage time effectively with ability to work effectively as part of a team and unsupervised. * Working knowledge of IT packages such as MS Office, EPOS & Outlook as these will be used to support the on-line fault reporting system and accurately record compliance checks. * Willingness to develop and enhance own skills and knowledge by participating in training to acquire additional skills such as manual handling awareness and broaden knowledge. * Demonstrable ability to act in ways that supports equality and values diversity, including treating all those you meet, with courtesy and respect irrespective of background.     Desirable;   * First Aid skills (training will be provided). * Ensure a commitment to Health and Safety and Sustainability. |
| **Experience** Essential:   * Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role * Experience providing excellent front line customer focus in a visitor attraction service to a range of customers and visitors. * Experience of cash handling * Experience of systems and procedures that apply to cultural visitor venues with some experience of working within wider University systems and procedures or from within a comparable visitor attraction.   Desirable:   * Some experience gained from working in a similarly prominent culture and heritage institution. * Experience of health and safety legislation within a working environment and responding to emergency alarms. |

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| **Dimensions** |
| The Hunterian is a standalone service within the University of Glasgow.  A range of visitor services are delivered within The Hunterian visitor experience model.  Visitor Experience Assistants work across each of the 3 venues on campus typically being aligned to one venue but trained to confidently work across all venues within The Hunterian.  Successful candidates to this role will be trained to confidently support all Hunterian Visitor Experience operations and be able to respond to peaks in demand and deliver a consistent service to customers.    As a member of the Visitor Experience Team the post holder will personally deliver a proactive, professional, customer focused visitor experience service whilst demonstrating teamwork, high levels of productivity and quality of services to assist in The Hunterian in retaining its 4\* Visit Scotland grading.    The post holder will develop excellent knowledge and understanding of local systems and procedures particular to all Hunterian venues.  Day to day functions are carried out under the instruction of the Visitor Experience Team Leader and in close liaison with a range of customers.    The Hunterian venues can accommodate large numbers of visitors at any given time and the Visitor Experience Assistant will confidently interact with a large number of customers daily. |

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| **Job Features** |
| **Planning and Organising**   * Some planning and organisation of daily tasks is required of the Visitor Experience Assistant in order to respond flexibly to visitor demands and needs. * Liaise with Hunterian colleagues regarding visitor information, ticketing and Friends of The Hunterian content to ensure that it is kept up-to-date and accurate. * Regular tasks in order to meet service requirements will be delegated by the Visitor Experience Team Leader and/or Visitor Experience Manager * The post holder will always be expected to wear the museum uniform when on duty and display a professional image. |
| **Decision Making**  Using initiative and judgement to prioritise own workload to support the Visitor Experience team on a day to day basis.  Working in line with University policies and procedures, make decisions on routine matters escalating matters to the Visitor Experience Team Leader or relevant service for assistance, as appropriate. |
| **Internal/External Relationships**  Communicate regularly with Visitor Experience Team Leader, liaise and communicate with staff, students, visitors and University services.  Respond positively and professionally to University staff at all levels, students, external companies/agencies and visitors    Working cooperatively with wider Hunterian team and with University colleagues in the short term and longer term to pass on knowledge regarding specific building procedures obtained through working within the Hunterian venues. |
| **Problem Solving**  Proactively respond to changes in demand and demonstrate effective problem solving by responding to a variety of enquiries/questions raised by service users and visitors.  Assist visitors, without jeopardy to the Collections, with their enquiries (e.g. location of and routes to additional Mackintosh sites, basic artefact/item information, etc.)  As first point of contact respond to problems within the building including fire and intruder alarm activations, advising and informing all building users as appropriate.  Undertake regular visitor surveys utilising mobile devices. |
| **Additional School/RI/College Information - In addition to the information listed above please provide and any other information about your School/RI/College that may be of interest to applicants.** |