



RANGERS FOOTBALL CLUB

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Visitor Experience Assistant – Edmiston House

JOB TITLE:	Visitor Experience Assistant – Edmiston House
REPORTING LINE:	Visitor Experience Supervisor – Edmiston House
DEPARTMENT:	Commercial and Marketing Department
LOCATIONS:	Edmiston House
CONTRACT:	Full-time and part-time positions available

THE ROLE

An exciting opportunity has arisen to join Rangers Football Club in a role that will help deliver the success of Edmiston House and support the wider club.

The museum within Edmiston House is a state-of-the-art venue that celebrates the history of one of the oldest and most successful football clubs in the world. The eagerly anticipated museum will complement the other offerings already available within Edmiston House and will significantly broaden and elevate the Ibrox visitor experience.

The Visitor Experience Assistant (VEA) will be part of the team that will be responsible for the smooth running of the Rangers Museum and gift shop; ensuring excellent standards of customer service and that the customer experience remains consistently high. Bookings, ticketing, customer queries and the day-to-day operations of the museum and gift shop will all be substantial aspects of the role.

The VEA will work closely with the Visitor Experience Supervisor to ensure the Club's standards are always met. Museum tours, Ibrox Tours and customer service within the gift shop will form most of this role. The successful candidate will be one of the first points of contact for visitors. Having the knowledge and ability to respond effectively to inquiries, sell tickets, discuss events, and have product knowledge of the retail goods, will be vital. Having a deep understanding of Ibrox tours and the museum content will also be essential. This role will be best suited to individuals who share a passion for football and football heritage.

KEY RESPONSIBILITIES

- To deliver a professional and welcoming visitor experience in person and via telephone/email.



- Supporting the retail operations of the gift store via selling products at the till, replenishing merchandise, supporting product deliveries/intake, supporting stock takes and reporting on sales performance of the merchandise with a view to creating a range of merchandise that is popular, profitable and fitting for the museum offering.
- Ensure the museum is always maintained to a high level and report any faults in a timely manner. This will include daily cleaning duties and security of the collection.
- Use of the SeatGeek ticketing system to process and distribute museum tickets to customers following the necessary ticketing and cash handling procedures.
- Completion of general administration tasks as and when required.
- Provide a clear and concise handover for each shift change to the next member of staff.
- Provide on-the-job training as required to any new starts or colleagues covering the post.
- Reasonable ad hoc duties from other departments.
- Undertake set up requirements for events within the museum space.
- Provide prompt and accurate service, with a keen eye for detail. Actively engage with the public to maximise their enjoyment of the collection and the interactives. Whilst on the museum floor and offering tours, you should be actively adding to the visitor's experience.
- Prioritise workload in order to ensure that operational needs are met.
- Manage visitor numbers. Liaise with the team on keeping the museum, shop and tours safe and enjoyable.
- Always maintain a positive attitude and professionalism.
- Ensure all company procedures are followed.
- Always adhere to data protection when handling personal information.

General Information:

- Given the nature of the business, this role includes working at both weekends and evening in accordance with the fixture schedule, and events diary.
- A developed sense of discretion and confidentiality is required.

THE CANDIDATE

The candidate attributes include:

- Exceptional communication skills, as the candidate will be communicating with visitors, customers, and colleagues.
- A real passion for delivering amazing experiences for our supporters.
- Previous customer service experience within a retail or heritage environment.
- Willingness to develop skills and enhance knowledge, through required training.
- Confident Individual with good presence, engaging personality and profile with the ability to be self-composed and patient in all situations.
- Eligibility to work in the UK.
- Demonstrable and exceptionally high level of customer service skills.
- The ability to multi-task while managing an extremely varied workload.
- Excellent organisational skills and ability to see tasks through to completion.
- Must have demonstrable experience in dealing with challenging customers and ensuring that enquiries/complaints are dealt with through to completion.
- Must be flexible and prepared to deliver above remit as and when required.
- Able to work flexible and unsocial hours including evenings, nights, weekends, bank holidays, Christmas Eve, and New Year's Eve.



EQUALITY & INCLUSION:

At Rangers Football Club we are ambitious about diversity and inclusion. If you've got the right skills for the job, we want to hear from you. We encourage applications from the right candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

Rangers Football Club also welcomes applications from suitably qualified members of the armed forces family.

GENERAL INFORMATION:

The candidate must keep up to date with new methods and undertake any necessary internal or external training sessions in accordance with Company Policies and Procedures.

If you can add value to our team, please email your CV to recruitment@rangers.co.uk. Please indicate in the subject of your email if you are interested in a full time or part time role.

THE CLOSING DATE FOR APPLICATIONS IS 28TH MAY 2023.