

<b>JOB DESCRIPTION</b>	
<b>Post Title:</b>	Seasonal Weekend Visitor Experience Steward
<b>Salary:</b>	£12 / hour (10 hours each weekend)
<b>Contract:</b>	Seasonal, Weekends (5 hours on Saturdays and 5 hours on Sundays) until 29th October 2023
<b>Probation period</b>	6 weeks
<b>Reports to:</b>	Elgin Museum Convenor

### **1. Summary:**

Elgin Museum is pleased to offer a new and exciting opportunity for a Seasonal Weekend Visitor Experience Steward. This is a new post to support our existing core of volunteers.

### **2. Background:**

Elgin Museum is an Accredited Museum. It has a Recognised collection of local fossils (and associated archive) with a particularly strong archaeology collection. It has been an independent museum since it was built by public subscription in 1842. It is owned and managed by a membership organisation, The Moray Society, which has delegated powers to the Elgin Museum Management Committee (EMMC) for the Museum's every-day running. The Museum holds a wide-ranging collection relating to Moray, whether through find site or the origin of the donor.

The Museum is currently run by a team of volunteers with two part time staff: a Museum Assistant and a Funding Development Officer.

### **3. Purpose of Post**

We are looking for an enthusiastic, motivated individual to provide a first-class service to visitors to Elgin Museum, alongside our core of volunteers. This is a varied and exciting role, providing the opportunity to engage with customers/visitors about the Museum, and about Moray's natural and cultural heritage, while ensuring a high standard of customer service at all times.

### **4. Job description**

#### **Responsibilities:**

- Provide first-class customer service, alongside and supporting our core of volunteers, by maintaining a positive, welcoming environment, proactive and helpful attitude to all visitors at all times.
- Act as a responsible keyholder, including during emergency situations.
- Handle cash accurately and process sales and donations, answer customer enquiries, replenishing stock (as required), assisting with the counting and recording of monies to agreed standards.

- Ensure all front of house areas are maintained to the highest standard, and that all public areas are clean and clear.
- Respond to unexpected situations in a professional manner and seek advice and support from Line Manager when required.
- Ensure compliance with Elgin Museum’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Ensuring health and welfare of volunteers and visitors by adhering to Elgin Museum’s Health and Safety policy.
- Adhering to Elgin Museum’s quality standards, including wearing of uniform.
- Perform other reasonable duties as directed by your Line Manager.

## Scope

### People Management

- Will have regular (daily) interaction with members of the public of all ages and abilities
- Will have regular (daily) interaction with Volunteers

## 5. Knowledge, experience, skills and attributes

<b>KNOWLEDGE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Familiarity with the displays and collections of Elgin Museum		Y
Familiarity with GDPR and charity legislation.		Y
An interest in and enthusiasm for heritage	Y	
Knowledge of the Moray area	Y	
Additional languages		Y
Good achievement in standard grades (or equivalent), including English and Mathematics.	Y	

<b>SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Accurate numerical reasoning skills and attention to detail.	Y	
Good organisational skills		Y
Ability to work alone or as part of a team	Y	
Excellent front of house persona - warm, welcoming, patient and understanding.	Y	
Excellent interpersonal and communication skills.	Y	
Demonstrable time management skills	Y	

<b>EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Providing first-class customer care and service, including dealing with customer queries	Y	

Previous work in a range of visitor experience activities		Y
Working within a visitor attraction environment		Y
Working in a retail environment		Y
Working with volunteers		Y