



BATH PRESERVATION TRUST

Job Description

Post:	No.1 Royal Crescent Front Door Staff
Terms:	Opportunities available on a casual contract basis throughout the summer (with the possibility of extension later in the year). Shifts are available on Saturdays and Sundays with the potential for some weekday shifts. Shifts are either 9.45am to 1.15pm or 12.45pm to 4.15pm. £7.83 per hour plus paid holiday
Reporting to:	No.1 Royal Crescent Museum Manager
Purpose of role:	To provide a welcome to visitors to the museum, check tickets and guide people to the ticket entrance to the museum. To assist with special guided tours and events as required.

The museum is open to the public seven days per week.

The purpose of this role is to welcome visitors through the main entrance to No. 1 Royal Crescent, setting the scene for their experience through the museum. When in costume this role also creates a visible 'Georgian' presence on the Royal Crescent and as such fulfils an important marketing function for the museum. A key part of the role will be to stand outside on the steps of No.1 Royal Crescent to direct potential visitors to the ticketing entrance to the museum as they will need to buy a ticket before entering the house through the front door.

The main activities are described below. In addition, the post-holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post.

Main Activities

Welcome and inform visitors

- Ideally dressed as an eighteenth-century Housekeeper/butler, to be the first point of contact for visitors about to enter the historic house. A suitable costume will be provided as required.
- To work with the Front of House team to welcome all visitors.

- Hold and develop excellent knowledge of the history of No. 1 Royal Crescent and Georgian Bath
- Check tickets
- Direct people to the ticket entrance as required
- To answer questions from the public in an informed and accessible way

Visitor Care

- In the event of a fire, assisting the fire marshal for the entrance area of the museum (full training will be provided)
- Notifying the manager of any issues with visitors to the museum
- Directing disabled visitors in entering the museum and supporting their visit
- Responding in a professional manner to any visitor complaints and escalating these as appropriate to your manager

General

- Liaise with all BPT Museum staff as required
- Support the managers to respond to any alarms, security issues or health and safety problems

Job Specification:

Knowledge - Essential

- Interest in 18th century history

Skills - Essential

- Good communication, interpersonal and team skills
- Working at pace and being decisive, prioritising work and activity as required
- Strong demonstrable customer service skills
- Confidence when working with the public

Skills - Desirable

- Interest in professional techniques and approaches regarding customer service
- Interest in costumed interpretation approaches and techniques

Experience - Essential

- Working with the public in a customer service role

Experience - Desirable

- Working in an accredited museum or heritage setting
- Working with volunteers