



BATH PRESERVATION TRUST

Job Description

Post:	No.1 Royal Crescent Front of House Assistants
Terms:	Opportunities available on a casual contract basis throughout December 2018 including Christmas week (not Christmas Day or Boxing Day) Shifts available throughout the week including weekends: Front Desk: 9.30am to 1.30pm or 1.30pm to 5.30pm Front Door: 10am to 1pm or 1pm to 4pm £7.83 per hour plus paid holiday (making a total of £8.78 per hour)
Reporting to:	No.1 Royal Crescent Museum Manager
Purpose of role:	To provide cover as required at No.1 Royal Crescent working either on the Front Desk or the Front Door.

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

The purpose of these roles is to cover either on the front desk (welcoming visitors to the museum, selling tickets to enter the main house and explaining the format of the visit) or on the front door (welcoming visitors through the main entrance, checking tickets and setting the scene for their experience through the museum).

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

Welcoming and informing visitors

- To be the first point of contact for visitors to the historic house
- Providing a warm and professional welcome to visitors including selling or checking tickets and explaining the format of the visit
- To answer questions from the public in an informed and accessible way
- Informing visitors of any special events or workshops taking place within the museum

Front Desk

- Maintain the professional appearance of the ticket desk throughout the day including ensuring that supplies are kept fully stocked, tidy and organised.
- Count the desk float at the beginning of each day and recording it on the takings sheet and cashing up at the end of the day

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
- Support the managers to respond to any alarms, security issues or health and safety problems

Person specification

- Good communication, interpersonal and team skills
- Working at pace and being decisive, prioritising work and activity as required
- Demonstrable customer service skills for example experience of working with the public in a customer service role
- Confidence when working with the public
- Good standards of numeracy
- Experience of cash handling
- Experience of working with volunteers or as a volunteer

Other

If working on the Front Door, 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.

There may also be some physical elements to the role such as lifting and carrying items or taking deliveries.