**Job Description**

**Job Title:**

Museum and Tourist Information Centre Assistant

**Responsible to:**

Almonry Manager

**Main Purpose of Job:**

To assist in the professional delivery of services at the Almonry, primarily in the Tourist Information Office.

**Duties**

To work on a two week rota system including Saturdays and Bank Holidays from 10am to 5pm (including one hour for lunch) In addition, you will be required to provide holiday cover/sickness cover for other members of staff when needed, weekend and Bank holiday working is expected. Lunch breaks to be taken with arrangement by the Centre Manager.

Duties will include

* Being a keyholder
* Meeting and greeting customers and visitors, answering queries via telephone, email or face-to-face, sending out information to customers
* Booking tickets for Evesham Arts Centre and other festivals and events as necessary
* Selling of museum admission and shop goods
* Ensure the premises have been vacated at the end of the day and closing down the building
* Ensuring the general cleanliness and tidiness of the building, gardens and displays, reporting any issues to the Manager
* Maintaining leaflet stocks on display
* Assisting the Manager and Senior Assistants with museum work including museum cleaning and the preparation of exhibitions, events and activities
* Assist the manager and senior assistants with updates to the Almonry and Visit Evesham websites and social media platforms

Also to carry out any additional duties as may, from time to time, be assigned to the post by the manager.

The post holder will need to work well within a small team and have a flexible approach to the role.

The post may be subject to a DBS check

**Conditions**

i. The salary for this post is based on scale 1-3

ii. Working hours are as described as above

iii. When a bank holiday is worked, a day’s leave will be granted to be taken over the Christmas/New Year closure

iv. Leave will be based on the National Joint Council Conditions of Service, that is, twenty days pro rata until five years service has been achieved, thereafter 25 days per annum.

v. All other conditions will be in accordance with the National Joint Council Scheme; salaries will be paid monthly, with one month’s notice on either side to terminate the appointment. A superannuation scheme is available.

**Person Specification**

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|  | Essential | Desirable |
| Education and training | Minimum GCSE/O Level Grade C (Grade 4)or above or equivalent in English and Maths |  |
| Experience and knowledge | Experience of cash handlingEvidence of commitment to high standardsPrevious customer service experience  | Previous customer service experience in a heritage setting |
| Skills and abilities | Excellent customer service skills, clear telephone mannerAble to prioritise and organise own daily workloadsGood clerical and numeracy skillsUp to date IT skills, proficiency in Microsoft Office | Welcome Host or Welcome Host GoldExperience of website and social media  |
| Personal attributes | Interest in promoting Evesham and the ValeAbility to work within a small teamExcellent interpersonal skills |  |
| Special circumstances | Reliable and flexible, prepared to work extra or alternative hours as neededWilling to undertake training as and when required |  |