**Job Description**

**Job Title:**

Senior 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

**Duties**

To work on a two week rota system including Saturdays and Bank Holidays from 8.45am to 5.15pm (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 with museum work including museum cleaning and the preparation of exhibitions, events and activities
* Assist the Manager with museum work including collection care, cataloguing, permanent and temporary displays
* Take bookings for group visits, coach tours, events and meetings as necessary and invoice for payment as necessary
* In consultation with the manager, source and purchase retail stock, monitor stock levels, prepare purchase orders, authorise and raise invoices
* Source and purchase commission sales items including shop stock, event tickets for other organisations including creating invoices, remittance notes and authorising payments
* Assist the Manager with daily, weekly and monthly cashing up
* Deliver guided tours for groups
* Prepare trails and activities for the annual events programme
* Alongside the manager, maintain 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 5-7

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/or qualifications in museum work including giving guided tours |
| Experience and Knowledge | Experience of cash handling  Evidence of commitment to high standards  Attention to detail and excellent record keeping  Previous customer service experience  Retail experience  Experience of website and social media  Experience of using Microsoft Office suite | Previous customer service experience in a heritage setting |
| Skills and Abilities | Excellent customer service skills, clear telephone manner  Able to prioritise and organise own daily workloads  Up to date IT skills, proficiency in Microsoft Office  Proven clerical/admin and numeracy skills | Welcome Host or Welcome Host Gold |
| Personal attributes | Interest in promoting Evesham and the Vale  Excellent interpersonal skills  Ability to work within a small team |  |
| Special circumstances | Reliable and flexible, prepared to work extra or alternative hours as needed  Willing to undertake training as and when required |  |