

MUSEUM OF THE HOME

Job Description

Job title:	Visitor Experience Host
Salary range:	London Living Wage of £10.85 per hour (equivalent to £19,747 per year full-time)
Working hours:	Various shift patterns available from 15.5 to 35 hours per week including regular weekend working
Reporting line:	Assistant Visitor Experience Manager, Visitor Experience Manager

Job Purpose

To work as part of a team to deliver an outstanding experience for every visitor, using conversation and storytelling to help visitors understand what makes the subject of home so special.

To support the Museum's fundraising and commercial activity through the promotion of donations and the sale of products, including audio guides and event tickets.

To maintain a safe and secure environment for our collections, staff, volunteers and visitors.

Main Responsibilities

Work as part of a team to deliver an outstanding experience for every visitor:

- Welcome visitors and help them get the most from their visit
- Embrace storytelling to find new ways to explore familiar objects
- Collect visitor feedback and contribute ideas to improve visitor satisfaction
- Support volunteers to ensure the time they give is focused on visitors

Support the Museum's fundraising and commercial activities:

- Confidently ask visitors to donate and Gift Aid their contribution
- Operate the till and ticketing system; sell event tickets and memberships
- Promote and sell audio guide hire, catalogues and other products
- Encourage visitors to take advantage of our shop, café and venue hire offer
- Assist in the operation of commercial events and private hires

Maintain a safe and secure environment:

- Monitor room capacities and manage the flow of visitors
- Support visitors to reduce the spread of Covid-19
- Report all accidents, safeguarding incidents and dangerous situations
- Assist in the emergency evacuation of all public spaces
- Report any changes to the condition of the building and collections
- Invigilate gallery spaces and report security incidents as they arise

The above list is not exclusive or exhaustive and the job holder may be required to undertake such other duties as may reasonably be required.

Key Performance Indicators

- Achieving excellent visitor satisfaction results
- Successful delivery of a tour or activity
- Contributing to team fundraising, commercial and marketing targets
- Building strong working relationships with teams across the Museum
- Quickly and accurately reporting health and safety and security issues

Our values and how they are represented in this role

Collaborative – work with team members, volunteers and managers

Agile – react to the different and changing needs of each and every visitor

Risk-taking – try new ways of inspiring visitors and be willing to learn and improve

Creative – develop and deliver engaging tours and activities

Eco-active – take action to help the Museum become more sustainable

Inclusive – ensure our visitor experience meets the needs of people from a wide range of backgrounds

Experience

Essential

- Providing excellent service to customers in a busy environment
- Communicating effectively with a diverse range of people
- Working in a team; both supporting colleagues and taking the lead

Desirable

- Making a proactive contribution to team sales targets
- Operating a till or using a ticketing system
- Researching and leading public tours, talks or activities

Skills/Knowledge/Personal Attributes

Essential

- Visitor-focused, with exceptional customer service skills
- Strong verbal communication and good listening skills
- Diligent and with a good attention to detail
- Able to use initiative to respond to unexpected challenges
- Real interest in the subject of home and a passion for sharing stories
- Able to motivate and inspire others

Desirable

- An interest in working in the cultural sector
- Persuasion, influencing and sales skills
- Basic administrative and IT skills, including Microsoft Outlook, Word and Excel

Other requirements

- Contracted hours will be worked in shifts, Monday to Sunday
- Shifts will be allocated on a rolling rota issued at least two weeks in advance
- Flexibility to work in the evening, at weekends and on bank holidays (except Christmas Day, Boxing Day and New Year's Day) is essential

- A DBS criminal record check at the appropriate level will be required before the successful candidate can start work