

Cutty Sark Enterprises Ltd - Visitor Assistant



National Maritime Museum

CUTTY SARK ENTERPRISES LTD

JOB DESCRIPTION: Visitor Assistant

Responsible to: Visitor Services Manager

Purpose of Job:

To provide outstanding service and to maximise admission and retail sales in order to achieve targets set by Cutty Sark Enterprises Ltd. Making visitors feel welcome when they come on board the ship and ensuring every visit is friendly, exciting, safe and clean, at the ticket office, in the shop or out and about on the ship. To promote the Cutty Sark as a first class visitor attraction through learning about all aspects of the ship and passing on this information to visitors whenever possible.

Key Responsibilities:

Visitor Reception Duties

- Actively assist and direct visitors, ensuring that everyone receives the warmest welcome and exemplary service at all times, in accordance with our agreed standards.
- Maintain a strong team atmosphere, by injecting enthusiasm and promoting a harmonious friendly climate.
- Ensure the cleanliness and good presentation of the ship and take necessary steps to rectify deficiencies. Cleaning duties may include sweeping decks, cleaning brass and glass, WCs, mess room and offices.
- On rotation, serving in the ship's shop, at the entrance desk, as a meet and greeter and patrolling the decks. (Meet and Greeters encourage viewers to become visitors, promote the gift aid scheme, facilitate the movement of visitors around the ship and thank customers for their visit).
- Assist with the logging and welcoming of tour groups and educational groups, paying attention to any specific needs as advised by the Duty Managers.
- Be fully aware of, and adhere to, the contents of the Cutty Sark Visitor Care Handbook.
- Other duties as may be required, including manning the ship for evening functions.

Retail Duties

- To maximize retail sales via excellent product knowledge and customer service.
- To re-stock shop and assist in the stock rooms as required by Duty Managers and ensure key product lines remain stocked throughout the day.
- Work in accordance with the Cutty Sark's Standard Operating Procedures.
- Cash handling, including monies taken in the shop and at the entrance desk and adhering to cash and financial procedures as required by the Duty Managers.
- Bank money taken during the previous day.
- Mail delivery to and from the office.
- Set up areas of the ship for functions, events, workshops, seminars etc. and return to their usual format after the completion of the event.
- Portering of goods, materials and furniture within the ship.
- Be aware of and comply with Cutty Sark's Health and Safety Policy and act as required in the event of an emergency situation, including assisting in the evacuation of the ship in the event of a fire, security alert or other emergency in accordance with our current emergency procedures.
- Patrol the ship as required, monitoring the safety and security of visitors, exhibits and the ship.
- To ensure that public areas of the ship are clear of visitors at closing time, that no items are left and that all areas are checked for any potential hazard to the ship, e.g. running taps, suspicious packages etc, and any found are reported to the Duty Manager.
- Demonstrate at all times the highest level of professionalism, dedication and confidentiality.

General Duties:

- Participate in appropriate development and training activities when required.
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.

Skills and Experience:

Essential Skills:

- Experience of working with the public, with excellent communication skills
- Enthusiasm for learning about Cutty Sark's history and stories
- Enthusiasm for museums, ships or London history
- Experience of working with a diverse range of people
- Able to work alone and use initiative
- Experience of working within a team
- A commitment to good customer service

•Reliability and good time-keeping skills

Terms and conditions:

Full and part time contracts are available. You will be required to work on a flexible working pattern including weekends and bank holidays. Weekend working includes both Saturday and Sunday. Your normal hours of work are 8.30am to 5.30pm. Over the peak summer period you may be required to work extended hours on pre-determined evenings.

Salary: £13,060 - £16,500

Application Details: For details of how to apply please visit www.rmg.co.uk/jobs

Closing date: 9 February 2012

Location:	Greenwich, London
Category:	Front of house/visitor services
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: Jan. 27, 2012	deadline: Feb. 9, 2012

More information: <http://www.nmm.ac.uk/jobs>