

Visitor Services Assistant (Full Time)



Imperial War Museums

Principal Accountabilities

1. Visitor care

- To provide a warm, professional welcome to visitors to the site
- Answer queries and provide information as required in a friendly, informative and efficient manner
- Deal with telephone enquiries – telephone calls should be answered quickly and dealt with in a pleasant and cheerful manner
- Help to identify and act upon opportunities for enhancing customer visits
- Issue, collection, basic maintenance and storage of the sound guides
- Ensure that visitors with appointment are signed in and out of the CWR
- Welcome function guests to the site and guide/escort to the relevant area of the museum as required
- Ensure that disabled visitors are provided with assistance;

2. Security and maintenance of site

- Assist in routine examination of property as visitors enter the site in a professional and efficient manner
- Monitor visitor flow at the entrance and ensure queues are effectively managed where necessary
- Conduct routine and thorough security checks each evening after all visitors have left
- Accompany cashiers carrying float and takings between till and office areas
- Ensure that site is appropriately illuminated through visual lighting checks and reporting faults
- Report any incident of damage and theft, or attempted damage and theft, to their Team Leader
- Control contractors and staff access. This will include monitoring of the Security Pass System;
- Ensure the security of all goods entering or leaving the premises
- Ensure site is presented at its optimum, for example by conducting regular spot checks for litter in the galleries
- Liaise with Emcor and other contractors when on site

3. Health and safety

- To comply with all relevant health and safety legislation with a view to ensuring the safety of staff, visitors and yourself
- To report potentially hazardous conditions to the appropriate member of staff or where possible rectify them.
- To be familiar with emergency and evacuation procedures and able to follow emergency procedures as described in the CWR Emergency Business Continuity Plan
- Ensure all First Aid Fire Fighting equipment is in the correct location and free from obvious defect; and to report any faults to their Team Leader
- Ensure that waste paper etc is removed from the building at the earliest opportunity

4. Portering and miscellaneous duties

- Keep cloakroom, first aid room and adjacent areas clear, clean and safe at all time
- Carry out specialist conservation cleaning as instructed. Training in the appropriate processes will be provided.
- Control the receipt and despatch of post and courier packages

- Movement of goods and equipment, deliveries to CWR, shop stock, supplies for the site, as required
- Undertake occasional trips to Imperial War Museum London and within greater London for the delivery and or collection of light items.
- Work weekends and bank holidays in accordance with the roster.

5. Interaction

While we do not expect Visitor Services Assistants to have the depth of knowledge of our curatorial staff; they are required to gain sufficient knowledge of the history the Churchill War Rooms and the life of Sir Winston Churchill to enable them to primarily respond to visitors questions and secondary, when on those occasions that they are deployed to invigilate the Churchill Museum or the Historic Rooms to interact with our visitors and to communicate the history and relevance of the museum and its collection in a lively and informative manner:

- Welcome our pre-booked group visitors, and occasionally other visitors, with a short briefing that introduces them to the CWR before they commence their visit. Welcome educational groups to the site and escort them to the Clore Learning Centre as required
- Communicate the history relevance of the museum and its collection in a lively and informative manner to all visitors. Particular attention must be given to pre-booked groups where it would be beneficial to provide an short introductory talk on the historic relevance of the CWR before they commence their tour
- Staff in this post are expected to instigate interaction with visitors in the galleries. All such communication should be sensitive and appropriate with a view to enhancing and extending access for museum visitors through such personal interaction. It is equally essential that staff recognise where interaction is not appropriate
- On occasion, assist in visitor evaluation under the direction of the Marketing staff

6. Deployment to other London Branches

From time to time, there may be a need to cover staff shortages at the other two London Branches (HMS Belfast and IWM London). In such an eventuality, you be given as much advance warning as possible and will work your normal roster red days and hours unless otherwise agreed with you.

7. Health & Safety

Staff who have no Management or Staff responsibility are required to attend "Introduction to Health & Safety Course". All staff are required to attend this basic course to gain awareness as to what the employer and the employee are required to do to support Health & Safety legislation.

8. Information & Data Security

Staff must be aware of and abide by the Museum's information security and data protection policies regarding the handling of all sensitive and personal data.

7. Health & Safety

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

Location:	Churchill War Rooms, London
Category:	Front of house/visitor services
Duration:	
Type of Contract:	Permanent
Hours:	Full Time
added: Jan. 27, 2012	deadline: Feb. 2, 2012

More information: <http://www.iwm.org.uk/>