

Casual Worker - Visitor Experience



National Railway Museum

Casual Visitor Experience Assistants

£6.19ph plus holiday pay

In this sales role your aim would be to exceed income targets whilst providing world class service and a fantastic day out for our visitors in a variety of front of house roles.

Part time hours up to a max of 37hrs per week, includes weekends and bank holidays.

To apply please visit: <https://vacancies.nmsi.ac.uk/>

Closing date 21 May.

Candidates selected for interview will be required to attend on Thursday 23rd May.

The NRM is an equal opportunities employer

Job Description

1. JOB DETAILS

Job Title: Visitor Experience Casual

Reports to: Sales and Service Manager

2. JOB PURPOSE

To work within the Visitor Experience Department in a variety of front of house roles to deliver world class customer service and to meet or exceed sales targets.

3. DIMENSIONS

- Delivering world class standards to approx 750,000 visitors to the museum per year.
- Meeting or exceeding sales targets.

4. ORGANISATION CHART

Sales and Service Manager

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Visitor Fundraiser Team Leader

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Visitor Experience Casuals

5. WORK EXPERIENCE, SKILLS & KNOWLEDGE & BEHAVIOURS

(a) WORK EXPERIENCE

- Working as part of a team
- Customer care
- Cash handling
- Meeting sales targets

(b) Skills & knowledge

- Knowledge of basic health & safety
- Able to read and understand all written policies and procedures
- Good communication skills (verbal and written)
- Numerate
- Sales skills

(C) Behaviours

- Confident
- Attentive
- Team player
- Self motivated
- Uses initiative
- Presentable/tidy
- Flexible
- Committed and reliable

6. KEY RESULT AREAS

- To work to the standard of customer care required
- To meet or exceed sales targets
- To ensure information is communicated to our visitors effectively
- To ensure a safe, clean and well presented work area for both you and our customers.
- To adhere to relevant health and safety policies according to the role undertaken e.g. working with moving vehicles such as the Road Train and the Simulator Ride.
- To ensure all financial administrative procedures adhered to.
- To work to all relevant standard operating procedures

Mandatory Responsibility for all Staff

Take care of your personal health and safety and that of others and report any health and safety concerns.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Sales and Service Manager - Line Manager
- Visitor Fundraiser Team Leader - Supervisor
- FOH Teams - Colleagues
- Our visitors - meeting, greeting, selling, informing, orientation
- VE Team and Duty Managers on FOH day to day issues
- Security and finance for cash handling procedures
- HR for performance issues, contracts and payroll
- All Departments - to be the first point of contact for invited guests, interview candidates, VIPs, external clients.

8. SCOPE FOR IMPACT

- Offer a warm welcome to every customer and make each transaction an individual experience.
- Closely monitor both individually and as a team your progress on sales.
- Take responsibility for personal development e.g. to comply with all standard operating procedure, use the intranet to increase knowledge or improve skills and utilise training in your work.
- To work in an organised manner to ensure a safe, clean and well presented work area for you and the customer.
- Co-operate and co-ordinate with the FOH teams and managers to ensure the smooth day to day operation of the museum.

Location:	York
Category:	Front of house/visitor services
Duration:	
Type of Contract:	Other
Hours:	Other
added: May 13, 2013	deadline: May 21, 2013

More information: <https://vacancies.nmsi.ac.uk/>