Visitor Fundraiser (full or part-time)

National Museum of Science and Industry

As one of our Visitor Fundraisers, you'll be a key part of the department responsible for generating income, funding and charitable donations to support all of the work of the Science Museum.

The Science Museum is raising the prestige of science across the world and houses the national collections of human innovation. As one of the top visitor attractions in London and a leader in learning, the Museum provides a unique visitor experience and a fantastic family day out.

Ideally, you will have experience in a fundraising, charity or sales role. You'll have the skills and personality to engage visitors, solicit donations, sell guidebooks and promote the benefits of Gift Aid.

This is a fantastic opportunity to gain experience and knowledge of fundraising to develop a further career in the sector.

You must be conscientious, reliable and able to meet targets. We expect to welcome just under 3 million visitors in 2012 and you will be providing the first introduction to the museum through a world-class welcome while also soliciting a donation in a busy, fast-paced, customer-focused environment.

We have five positions: ONE full-time role at 37.5 hours per week and FOUR part-time roles at 25 hours per week.

The hourly rate for either position is £8. The full-time role pays £15,600 per annum. The part-time role pays £10,400 per annum.

We offer excellent benefits including generous holiday, pension scheme, BUPA and season ticket loan. We also offer substantial discounts on food and merchandise, and free entry to our chargeable attractions including our IMAX cinema.

Please read the full job description (below) thoroughly.

IMPORTANT DATES

Please note that this vacancy closes at 9am on 20th March 2012.

An Assessment Day will be conducted on 26th or 30th March and you must be available to attend on either date.

We welcome applications from all sections of the community in which we work. We particularly welcome applications from disabled people and we guarantee interviews to suitably qualified disabled applicants. If you believe that you have the skills and ability to perform well in this role, then you are encouraged to apply.

Appointments will be made solely on the basis of a fair selection process.

JOB DESCRIPTION

1. JOB DETAILS

Job Holder:
Job Title: Visitor Fundraiser
Reports to: Individual Giving Executive

2. JOB PURPOSE

The Visitor Fundraising Team is responsible for soliciting cash donations from visitors to the Science Museum. The Team is also tasked with, promoting the benefits of Gift Aid and providing general information to visitors.

3. DIMENSIONS

• Works as part of the Visitor Fundraising Team to achieve targets for:
  - cash donations
  - Gift Aid

• Takes part in daily briefing session.
• Reporting to Customer Service Team Leader
• Ensures World Class Service Standards are achieved and maintained.

5. WORK EXPERIENCE, SKILLS, KNOWLEDGE & BEHAVIOURS

5.1 Work Experience
• Experience of relevant public facing role(s) – at least one from: fundraising, sales, customer service
• Significant experience of working in busy environments – examples may include: retail, visitor attractions, exhibitions, events

5.2 Skills and Knowledge

Essential:
• Able to engage with visitors in a professional, friendly manner
• Enjoy meeting and interacting with people
• Relevant experience in a fundraising, charity or sales role
• Ability to meet and exceed targets in fundraising or sales role
• Willing to work with Team Leaders and receive and respond to coaching
• Excellent verbal and written communication skills
• Ability to work well in a diverse team and co-operate with others
• Ability to work unsupervised
• Well organised with good basic administration skills
• Conscientious and punctual
• Able to promote the Science Museum as a venue in all visitor interaction

Desirable:
• Knowledge of and enthusiasm for the Science Museum
• An understanding of basic scientific principles and history
• Additional languages – particularly French, German or Spanish

5.3 Behaviours

• Interest in working in a cultural or heritage environment
• Motivated by targets
• Teamwork and Co-operation
• Confident seller
• Developing Performance

6. KEY RESULT AREAS

The Visitor Fundraisers’ job is to solicit cash donations and/or memberships from visitors to the Science Museum.

Your role is to:

1. Engage visitors in a friendly and courteous manner at set locations within the Museum, including the main entrance, exit, Museum galleries and special events.

2. Increase awareness of the way the Museum is funded and the importance of unrestricted giving to our future income and plans.

3. Proactively solicit cash donations from visitors, maximising associated Gift Aid conversions.

5. Meet and exceed targets for cash donations, and sales of other products.

6. Assist and interact with visitors, providing information, directions and help as required.

7. To be fully aware of all health and safety responsibilities and procedures relating to museum employees/visitors and ensuring all health and safety checks are carried out prior to the museum opening.

9. Fully understand and play an integral role in the evacuation procedures for the Front of House areas when required. This may involve looking after visitors outside the building under the guidance of the duty manager.

MANDATORY KEY RESULT AREA FOR 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

Whilst working with visitors:

- Project a professional impression of the Science Museum at all times, both verbally and in appearance. Always be polite and courteous when dealing with visitors using the following guidelines:
  - with a smile
  - using eye contact
  - verbal greeting
  - positive leaving comment, irrespective of outcome

- Ensure visitors are spoken to effectively and understand the importance of making donations or joining as Members

- Maximise fundraising revenue in order to meet and exceed targets.

- Ensure that work areas are health and safety compliant; areas are kept clean and maintained to a high standard. Any problems should be reported to your Line Manager promptly.

- Work to a set rota pattern which can include regular weekends. To occasionally work evening events as and when required.

- Gather and relay visitor feedback, suggesting ideas for improvement to the Visitor Fundraising Team.

- Take on any other duties within the Visitor Fundraising Team as the business requires.

Whilst working with your team:

- Contribute to a positive, supportive team environment.

- Work effectively with other team members to ensure visitors are approached and spoken to in an appropriate, non-aggressive way.

- Ensure team targets are met.

8. SCOPE FOR IMPACT

- Contribute to the overall fundraising targets by increasing average cash donations per visitor, donations go into unrestricted income reducing NMSI dependency on Grant In Aid.

- Maximise revenue generation through sale of guidebooks

- Increase the number of Science Museum Members, building life long donor relationships, generating unrestricted income and creating an engaged audience for marketing, enterprises and development.

Location: South Kensington
Category: Front of house/visitor services
Duration: Permanent
Type of Contract: Other
Hours: 
added: March 13, 2012
deadline: March 20, 2012

More information: http://sciencemuseum.org.uk/jobs