

Job Title: Visitor Assistant

Department: Operations

Reporting to: Visitor Experience Manager

Salary: National living wage

Contract: Various

# Role Profile

As the face of V&A Dundee, our Visitor Assistants facilitate a world-class experience for our visitors, in a safe, secure and accessible environment, supporting our vision to inspire people through design. Working across our galleries, welcome areas and ticketing positions, our Visitor Assistants will:

* Put the Visitor journey at the heart of everything that they do, creating a positive and memorable experience for all visitors and providing a tailored welcome as they arrive at the museum.
* Contribute to the commercial function of the museum, by upselling exhibition tickets, memberships, promoting museum programme and event attendance, encouraging donations and engagement with the retail and catering offer.
* Greet visitors proactively as they enter our galleries, offering assistance and being present and available to answer queries and share knowledge and stories.
* Be immersed in and develop a deep understanding of our building, objects and exhibits, to speak confidently and engagingly about these with our visitors.
* Take pride in the museum’s appearance, see every day through the eyes of a visitor and question everything that does not look, or work perfectly.

# Main tasks

1. To be a confident, proactive, approachable and visitor focused individual, helping visitors to engage with the museum and collections, whilst maintaining a consistent, engaging and professional manner at all times.
2. To develop an extensive knowledge of the museum’s layout, exhibitions, activities, and the surrounding local area, to provide tailored service of the highest standard.
3. To encourage visitor participation with a broad range of public programmes available at V&A Dundee, such as educational and family activities.
4. To operate our ticketing system (Spektrix) in order to not only sell exhibition tickets, but also donations, GiftAid, event tickets, and exhibitions.
5. To be a responsible and visible presence for an area of the museum on a daily basis, actively walking the galleries, carrying out invigilation duties and ensuring the safety and security of the exhibitions, objects and visitors.
6. To work comfortably as part of the team, developing an understanding for the importance that each colleague plays in delivering the overall visitor experience, and communicating confidently to ensure this is achieved.
7. Ensure that the museum is always presented to the highest standard, carrying out light cleaning, tidying and maintenance duties as required.
8. To be security conscious and diligent, ensuring in depth knowledge and co-operation with all museum security procedures.
9. To be able to respond quickly and efficiently to all incidents, near misses and emergency and evacuation procedures, by clearing and securing areas when necessary and ensuring the safety of visitors and colleagues by reporting issues through the appropriate channels.
10. To promote equality, diversity, and inclusion within the museum, ensuring that visitors and colleagues are treated with respect and dignity, and to actively contribute to developments that support the museum strategy for widening access.
11. To be committed to and promote health and safety, ensuring familiarity with all the museum's health and safety policies and procedures.
12. To be always presentable and approachable, wearing the uniform pieces provided whilst in all public areas.
13. To attend training courses as required.
14. To comply with all the museum’s HR, retail, cash and stock handling procedures.
15. To carry out other ad hoc duties, instructions or reasonable requests required by the business by the Management team within the Visitor Operations Department.

**Working hours**

The museum opening hours are currently 10am – 5pm, Wednesday to Monday, and we are closed on a Tuesday. The majority of shifts will therefore be between the hours of 9am – 6pm, however, applicants must have the flexibility to work some evenings in relation to the delivery of our exciting events programme.

# PERSON SPECIFICATION

# Essential requirements

* A customer service focused individual with previous experience in delivering outstanding visitor experience or customer service in a commercial or hospitality role.
* Sales experience including ability to proactively introduce additional products or services to visitors, upselling and maximising sales.
* The ability to promote all business initiatives of V&A Dundee, including ticket sales, exhibitions, events, retail, gift aid and donations.
* Able to anticipate different visitor needs and tailor services accordingly.
* Outstanding communication skills, including excellent spoken English.
* The ability to work both under front line pressure and in quieter areas of the museum whilst maintaining a positive and flexible approach, adapting quickly to new information and providing an efficient and effective service at all times.
* Clear understanding of security issues with the ability to be alert to potential dangers or vulnerable areas, regarding security and safety of both collections and the public at all times.
* Able to follow procedures in relation to emergency situations and to react sensibly to unforeseen circumstances and to follow procedures in an emergency security situation.
* A reliable, punctual and trustworthy individual with high levels of common sense. Ability to operate with minimum supervision and able to adapt to new or changing situations. Must have a strong sense of responsibility and initiative in all tasks undertaken.
* Smart self-presentation.

**Desirable requirements**

* Experience of working in a museum or visitor attraction.
* Working knowledge of a Ticket System.