**METROPOLITAN BOROUGH OF BURY**

**DEPARTMENT OF ENVIRONMENT & DEVELOPMENT SERVICES**

**Person Specification **

#### Title: Visitor Assistant

|  |  |  |  |
| --- | --- | --- | --- |
| ASSESSMENT**METHOD** | SHORT-LISTING**CRITERIA** | **ESSEN-TIAL** | DESIR-ABLE  |
| **QUALIFICATIONS** |  |  |  |
| Application form & confirmed by certificates at interview | Good general standard of education (A-C’s in Maths and English) | ✓ |  |
| **KNOWLEDGE/EXPERTISE** |  |  |  |
| Application form & interview | Experience in a position delivering customer care and an understanding and appreciation of good customer care  | ✓ |  |
| Application form & interview | Experience of providing information to visitors, eg. on the collections, exhibitions and services of an Art Gallery or Museum |  | ✓ |

|  |  |  |  |
| --- | --- | --- | --- |
| ASSESSMENT**METHOD** | SHORT-LISTING**CRITERIA** | ESSEN-TIAL | DESIR-ABLE |
| Application form & interview | Experience of communicating effectively, tactfully, sympathetically, firmly in various situations, face to face, via telephone, letter, e-mails with a variety of customers from a wide range of social and cultural backgrounds  | ✓ |  |
| Application form  | Experience of handling monies, sale of goods, credit/debit card transactions |  | ✓ |
| Interview | Experience of adopting a flexible approach to work and changing priorities | ✓ |  |
| Application form & interview | Experience of researching, preparing and delivering guided tours and/or workshops | ✓ |  |
| Application form   | Experience of and ability to handle/install works of art, sculpture, museum objects and use ladders/scaffolding |  | ✓ |
| **ASSESSMENT** **METHOD** | **SHORT-LISTING****CRITERIA** | **ESSENT-IAL** | **DESIR-ABLE** |
| Application form & interview | Experience of security duties, including securing buildings, use of intruder and fire alarms and CCTV |  | ✓ |
| Application form & interview | Awareness of and involvement in market research and marketing/promotional activities – including use of social media |  | ✓ |
| **SKILLS AND ABILITIES** |  |  |  |
| Application form & interview | An ability and willingness to communicate effectively with visitors in an outgoing, enthusiastic, and creative manner | ✓ |  |
| Application form & interview | A strong interest in Arts and Heritage and a clear understanding of the importance of Art Galleries and Museums and their collections as an educational, recreational and informative resource | ✓ |  |
| Application form & interview | Ability to work alone or as part of a team | ✓ |  |
| Application form & interview | Must be capable of meeting the physical demands of the job; patrolling the galleries and museum over three levels. | ✓ |  |
| **WORK-RELATED CIRCUMSTANCES** |  |  |  |
| Application form & interview | Must be available to work flexibly, take part in a rota including evenings and weekends when required | ✓ |  |

**BURY METROPOLITAN BOROUGH COUNCIL**

**JOB DESCRIPTION**

|  |
| --- |
| **Post Title:** Visitor Assistant  |
| **Department:**  Corporate Core  | **Establishment/Post No:** As establishment listing.  |
| **Division/Section:** Arts | **Post Grade:** Grade 6 |
| **Location:** Bury Art Museum, Moss Street, Bury. | **Post Hours:** As per service requirements  |
| **Special Conditions of Service:** None |
| **Purpose and Objective of Post:**To assist in the delivery of the Art Gallery, Museum + Archives Service in order to ensure a high standard of customer care and a high quality visitor experience. To undertake duties and responsibilities in relation to the security, cleanliness and maintenance of the building and the security of the collection.  |
| **Accountable to:** Assistant Director: Corporate Core |
| **Immediately Responsible to:** Arts & Museums Officer  |
| **Immediately Responsible for:**  |
| **Relationships:** **Internal :** With officers of this and other departments of the Council, elected members as visitors to Galleries, Museum and Archives e.g. attending Previews & special events.**External: E.g.**  **-** Visitors, Artists and Exhibitors, Arts Organisations, Workshop leaders. - Police and Fire Authority. Community Safety Wardens. |
| **Control of Resources:****Equipment:** Responsibility, as required, for the Closed Circuit Surveillance, System, Cleaning equipment. Maintenance and operation of some specialised equipment used in exhibitions. ICT – Word, Access, Excel, Outlook, Internet/Intranet**.****Financial:** Handling monies received e.g. from shop sales, sale of exhibits, admission fees, hire charges.**Health & Safety**: Ensure the maintenance of a healthy and safe environment for self, staff and the public |

|  |
| --- |
| **Duties/Responsibilities:** 1. To assist all visitors to the Art Gallery, Museum + Archives, thereby enhancing their experience and creating a positive impression of the service through excellent customer care.
2. To act as a live interpreter and facilitator by engaging with members of the public relating to exhibitions, collections and education services.
3. To be pro-active in promoting and providing information, answering queries and enquiries, taking bookings, recording details in the diary from members of the public, by telephone, email or in person about the operation of the Gallery, Museum + Archives Service, its collections, exhibitions, events, workshops, commercial activities (e.g. Hire information) and shop.
4. To develop, organise and deliver sessions for adults, family friendly and schools workshops and other events in the Gallery, Museum + Archives, under the guidance of Audience Development and Curatorial staff.
5. To develop and deliver talks to members of the public, including school groups, on the exhibitions and collections, under the guidance of Audience Development and Curatorial staff.
6. To develop and deliver Education Programme initiatives; including the planning, preparation, research, exploiting links to exhibitions, exploiting links with the national curriculum, deploying the skills needed to supervise large groups of adults and children (including teachers), under the guidance of Audience Development and Curatorial staff.
7. To use (ICT),equipment to provide information for the public and to input data on to databases, such as visitor figures, customer feedback, acquisitions, donations, accessions using Excel, Access, Word, Publisher, CALM and the Radius payment system.
8. To operate Audio-Visual Equipment, Plasma screens, DVD, TV, Video, Projectors, Sound systems, etc – which form part of any exhibition.
9. To assist with the despatch of publicity, e.g. invites and posters, relating to the planned programme of exhibitions and other events.
10. To assist with the development of the shop, including liasing with artists, suppliers and staff, selling exhibits and goods from exhibitions and the shop, receiving monies (including intranet payments) for items sold and issuing receipts as required.
11. To carry out cleaning duties, minor repairs and maintenance related to exhibits and those parts of the building not under contract.
12. To ensure the security of the galleries and museum by undertaking planned patrolling, by the operation of surveillance equipment, e.g. CCTV (internal + external) and computer networking systems, and by liasing with other members of the team and external providers about security .
13. To undertake duties relating to private previews, hire events and other public events.
14. To assist in the handling and display of exhibits from the permanent collection and those on loan; unwrapping, unpacking, preparing them for exhibition and hanging them on the gallery walls.
15. To assist in the evacuation of the public from the Art Gallery, Museum + Archives in the event of an emergency situation.
16. To operate the corporate feedback system by the processing of comments, suggestions, complaints and compliments, and seek to resolve individual queries about Council services.
17. To assist in market research and marketing/promotional activities e.g. carry out user surveys.
18. To play an active role in the Gallery, Museum + Archives Team.
19. To assist other staff in various additional duties including Education Packs, general research, interpretation, documentation, marketing, merchandising, and exhibition installation at other heritage venues across the Borough.
20. When required, to ensure the security of the Gallery, Museum & Archives by unlocking, locking up and setting alarms at the end of the working day.
21. To be willing to undertake training to gain new skills in response to the development of the Gallery, Museum + Archives Services.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (Extract from paragraph 203 of Supplemental Conditions of Service) |
| Job Description prepared by: | Sign | Date:  |
| Agreed correct by Postholder: | Sign: | Date: |
| Agreed correct by Supervisor/Manager: | Sign: | Date: |