**Job Description**

**VISITOR SERVICES ASSISTANT**

**Level: 4 £25992 - £26409**

**2 days per week on a rota Wednesday, Saturday, Sunday**

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| **Responsible To:** | **Responsible For:** |
| Visitor Services Officer | Casual attendants |

**About the job:**

To provide duty management at Astley Hall, providing excellent customer service and enhancing the customer experience at our heritage sites.

**Role:**

* To oversee the front of house casual attendants working at Astley Hall while duty managing
* To provide an excellent service and quality experience to visitors both face to face, through email and over the telephone
* To be knowledgeable of the history of the hall and the collection to enrich the visitor experience
* To gather and pass feedback from visitors to the wider team to inform continual improvement
* To have an awareness of health and safety procedures and risk assessments the councils’ heritage assets and implement as necessary.
* To carry out administrative duties such as staff rotas, booking forms and other pieces of work to support the delivery of our heritage services
* To carry out guided tours as required
* To maintain key holder responsibilities for Astley Hall
* To work outside of normal working hours as required for the delivery of the service.
* To support the wider team in any suitable additional duties as required

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A good standard of education or equivalent relevant experience

**Experience**

* Experience of working with the public
* Experience of working within a museum/heritage asset

**Knowledge**

* An understanding of the running of public buildings
* Knowledge of health and safety procedures

**Skills & Abilities**

* Excellent customer service skills
* Ability to prioritise work and meet deadlines
* Ability to work as part of a team

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.