

## **JOB DESCRIPTION**

**JOB TITLE** Visitor Experience & Café Assistant

**RESPONSIBLE TO:** Museum Director

**SCOPE:** To work as part of busy visitor experience and café team and to deliver a welcoming, engaging and memorable visit to our visitors. Your role will be integral to the foundation and delivery of a first-rate visitor experience.

**OVERALL PURPOSE OF THE ROLE:** The successful candidate will be flexible, customer-focused and pro-active in welcoming our visitors and ensuring they have an enjoyable and engaging visit to the Museum and Café.

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The Visitor Experience and Cafe Assistant is responsible for:

#### **WELCOME AND ADMISSIONS DESK**

1. To proactively welcome and engage with all visitors, including school and general interest groups and Members of the Company as well as providing a welcoming and informed introduction to the Hall.
2. Keeping up to date with and sharing knowledge of the Hall, its collections, events, the museum facilities and the surrounding area.
3. Applying selling skills to promote and maximise revenue through actively promoting Gift Aid and selling Hall guidebooks, events, tours and venue hire.
4. Directing visitors to the start of the tour with the help of the audio guide or guidebook or to other parts of the Hall.
5. Actively listening to and responding to visitor enquiries and feedback in a professional and courteous manner. Calling on the support of the Visitor Experience Supervisor and Museum Director when appropriate.
6. Ensuring the Welcome and Admissions Desk is presentable at all times, clean and tidy with well-stocked information leaflets and guide books.

#### **FOOD & DRINK SERVICE**

1. Preparing and serving food and drink, to a high quality in accordance with health and hygiene procedures.
2. Maintaining high standards of food and drink presentation including operating the coffee machine to prepare good quality hot drinks. There will also be a requirement to prepare food and cakes.
1. Taking orders and delivering them to the table with accuracy and care. Be pro-active in addressing issues of customer dissatisfaction.
3. Ensuring the highest quality of cleanliness across the café and kitchen. Attending to tables, operating the dish/glass washer and cleaning behind the counter.

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4. Completing daily opening-up and close-down procedures.
5. Maintaining a good knowledge of the menu in order to answer queries and advise customers with attention to allergen information.
6. Assisting with regular stock takes and liaising with the Visitor Experience Supervisor for any items required.
7. Replenishing Café stock in a well organised manner. Ensuring the Café counter is presentable at all times, clean, tidy & well-stocked.
8. Undertaking deliveries, completing accurately and ensuring stock is stored securely, as per stock control procedures.
9. Preparing the Hall for events by working with the Hall Keepers to move the café and shop furniture in and out of the café area as required.
10. Keeping cleanliness standards to a high level by working with the Hall Keepers to ensure daily cleaning is carried out.

### **SYSTEMS AND FINANCE**

1. To ensure the Hall's financial, cash handling and banking procedures are strictly adhered to in relation to audit and security purposes.
2. Maintaining accuracy of the EPOS and ticketing system by ensuring information is keyed in correctly when processing transactions.
3. To operate the tills and credit card machines ensuring that all transactions are carried out accurately at all times.
4. To count the money taken at the end of the day and complete till sheets quickly and accurately (cashing up).

### **INTERNAL RELATIONSHIPS**

1. Develop and maintain effective internal relationships with all members of Hall staff, working closely with key staff and volunteers to enable the successful running of the Hall's Visitor Experience and Commercial operation.
2. To work closely with the Hall Keepers and other staff in the provision of a unified and excellent customer service to the public.
3. On occasion to be present throughout events, to ensure our visitors have an enjoyable, safe and secure experience.
4. Guaranteeing the smooth running of the Welcome and Admissions Desk, Museum Shop and Merchants' Coffee House by following instructions given by the Visitor Experience Supervisor and your line manager, the Museum Director and working together, as a team across all Hall departments.
5. Maintain open lines of communication with the Visitor Experience Supervisor and Museum Director, promptly reporting back on anything which may affect the smooth running of operations and delivery of excellent customer service.

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### **HEALTH AND SAFETY**

1. Be committed to good health, safety and access practice, ensuring familiarity and compliance with the Halls policies, procedures and guidelines including the Hall's Health and Safety and Safeguarding Policy and ensuring the safety welfare of visitors, staff, volunteers and contractors at all times.
2. To maintain the kitchens, bins, dining areas, floor areas, tables and all other catering related areas, to the highest standard of cleanliness
3. Managing daily health & safety checks of the Café area & Kitchen. Promptly communicating any issues or concerns to the Visitor Experience and Retail Supervisor.
4. Ensuring the safe and secure operations of the Merchants Coffee House by effectively communicating with the Hall Keepers. Swiftly reporting all security issues or concerns to the appropriate person.
5. Managing and adhering to the Hall's fire evacuation procedures. Pro-actively implementing and ensuring all visitors are evacuated safely.
6. Respond to any first aid incidents, promptly alerting a first-aider and following the Hall's accident reporting procedure.

### **IN ADDITION TO:**

1. Act in every way so as to maintain the Hall's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
2. Take due care to evaluate and manage risk, having regard to the Hall's Risk Management Policy.
3. Carry out his/her duties in accordance with the Hall's Equal Opportunities Policy.
4. The post-holder will be required to wear their own smart black or dark grey clothing. The Hall will provide a full apron which will always be worn whilst on duty. The Merchants' Coffee House team are generally, the first persons that the public see when visiting the Hall, therefore dress and personal presentation must always be at the highest standard.
5. The post-holder will be required to attend and actively participate in training sessions to ensure up to date knowledge of the job role and its requirements. The training may involve travel off-site.
6. Appointments are subject to a one-month probation period. Additional evening working may be required. The post holder is required to give one week notice.
7. The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.
8. The Merchant Adventurers' Hall is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and contractors to share this commitment.

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9. The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all members of staff. Therefore it is the post holder's responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other members of staff in accordance with legislation.
10. The above principal accountabilities are not necessarily exhaustive and may vary without changing the character of the job or level of responsibility
11. The Merchant Adventurers' Hall is an equal opportunities employer.

**LAUREN MARSHALL, MUSEUM DIRECTOR  
APRIL 2019**