



Job description: Casual Visitor Experience Assistant

Role description

Date of Last Review:	January 2023
Job Title:	Casual Visitor Experience Assistant
Hours:	Casual Hours
Reporting to:	Visitor Experience Coordinator

Working pattern

This is a casual post, with a focus on evening and weekend work. The postholder can pick up shifts following callouts sent every fortnight by the Visitor Experience Coordinator, with rosters finalised two weeks in advance.

Role purpose and context:

This is an exciting opportunity to join our friendly team as we welcome audiences to our busy and dynamic building. You will work across our Visitor Experience services to deliver consistently excellent box office, reception, bar cloakroom and event support to our customers, audiences, students and staff and provide a warm and professional welcome to our building.

It is the responsibility of our Visitor Experience Assistants to provide consistently excellent customer service through support at reception/box office, bar, cloakroom and through event set up support to ensure the smooth running of our courses and events.

Principal duties, tasks and responsibilities:

Customer service

- Provide a warm and interested welcome to our visitors, users, staff and tutors in accordance with the Bishopsgate Institute brand, combining professional service with individuality.
- Deliver a proactive service to visitors, including agreed promotion of specific events or activity, if appropriate
- Assertively and proactively challenging any visitor about whom there may be concerns in order to keep the building and the people within it safe, liaising with the Duty Manager to resolve the situation.
- To escalate complaints to the Visitor Experience Coordinator when necessary
- Report and identify potential risks to staff or visitor safety or security and escalate these via the agreed process if they cannot be resolved.

Box-Office and Reception services

- Provide a warm welcome, reception, and enquiries function, to ensure all customer complaints, enquiries and interaction are delivered to the highest standards consistently.
- Undertake ticket sales transactions via our ticketing system, Spektrix, cash handling and processing chip and pin transactions.
- Monitor the enquiries inbox, ensuring timely and efficient responses to customers, and that changes in event and courses have been communicated to customers.
- Support the Visitor Experience Coordinator and Campaigns Team in providing a professional and welcoming space through:
 - preparation and display of clear and accurate daily signage
 - ensuring that plentiful printed information is easily available
 - ensuring public areas are clean and tidy
- Completion of day-to-day reception tasks to a high standard and in support of the Duty Managers' requirements for the day/evening. This includes but is not limited to:
 - opening and closing of front doors
 - prompt post and deliveries distribution
 - liaising with tutors, partner and venue hire clients
 - tutor sign in/out
 - printing registers for courses
 - Ad hoc tasks, as required

Bar, Cloakroom and Event Support services

- Serving at our in-house bar and stock checking at the start and end of each shift
- Staffing our cloakroom service
- Supporting the Event Technicians in setting up rooms eg. the removal of furniture
- Supporting the Event Planners in dressing rooms eg. decorations
- Other ad-hoc support to ensure our in-house event services are successful.
- Manual handling

General requirements of the role:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers.
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times.
- Champion and epitomise the Institute's core competency behaviours.
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly to effectively manage workload and respond to availability call outs from the Visitor Experience Coordinator.
- Dress and present yourself appropriately as the professional needs of the Institute require.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification

Specialist area requirements: Visitor Experience Assistant

1. Demonstrably strong skills and experience in welcoming and providing excellent service to the public in an arts, heritage, education or similar environment that is open to the public, or transferable experience from a related field.
2. Strong organisational skills with ability to work efficiently and calmly in a main reception environment.
3. Experience in box office and reception administration, preferably with Spektrix or similar box office software knowledge and experience
4. Awareness of financial accountability and the importance of record keeping
5. A passion for working with the public and providing excellent service to every visitor.
6. Excellent written and spoken communication skills, with a very high degree of spelling and grammatical accuracy in English.
7. Excellent time management and organisational skills with the ability to work independently, self-motivate and use initiative while collaborating effectively and operating as part of the wider organisation
8. Demonstrable skills in dealing with challenging customers, with well-developed strategies for de-escalating situations and successfully resolving them, where possible
9. Excellent and relevant skills in Microsoft Office Suite, including Outlook, Excel, and Word
10. A passion for the mission of the Institute and our programming priorities

Grade Specific Requirements – Applicable to all Assistant level posts

1. A commitment to collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Insitute's vision, mission and strategy.
2. Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality.
3. Awareness of good practice/effective approaches to planning and delivery requirements
4. Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement & Inspiring Others</u>
<ul style="list-style-type: none">• Accountability• Delivering Performance• Alignment & Planning• Learning & Change	<ul style="list-style-type: none">• Breadth of Perspective• Making Effective Judgements• Applying Specialist Knowledge• Customer & Audience Awareness	<ul style="list-style-type: none">• Working Collaboratively• Communicating & Influencing• Empowering Leadership

There are different levels within each that apply to each grade or level of role in the organisation:

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with ***what*** we achieve in terms of tangible results or 'outputs' and 'outcomes' these competencies look more at ***how*** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.