

DORSET NATURAL HISTORY AND ARCHAEOLOGICAL SOCIETY

JOB DESCRIPTION

VISITOR SERVICES ASSISTANT

Dorset Museum & Art Gallery is one of the leading independent, charitable, heritage organisations in the South West of England. Its diverse collections contain over 4 million objects, including internationally significant geology, archaeology and literary artefacts, and is visited by over 50,000 visitors a year.

The Museum & Art Gallery is at an exciting and pivotal moment in its 170-year history having completed a £16 million capital expansion project to construct the innovative, visitor-focused 'Tomorrow's Museum for Dorset'. This has completely transformed our galleries, exhibitions, storage facilities, working spaces and retail offer - to produce an organisation able to better conserve and interpret Dorset's internationally significant heritage and be ready to meet the expectations of modern visitors.

Owned and managed by the Dorset Natural History and Archaeological Society (DNHAS), the Museum & Art Gallery operates independently with financial support from Dorset Council.

The main activities of the role are described below. This is not intended to be an exhaustive list of duties but a guide to the main priorities. The post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post. They are expected to use their judgement about priorities within the overall purpose of the role. In addition, the details contained in this job description reflect the content of this job at the date of being prepared. It is however possible that over time the nature of the job will change. Consequently DNHAS will expect to revise this job description on occasion and will consult with the post holder at the appropriate time.

Main Purpose of Post: The post-holder will support the Front of House Team on a casual shift basis, both during the week and at weekends. They will assist with the management and maximisation of the Museum & Art Gallery's income from museum admission and shop sales and event ticket sales as well as promoting membership of the Society, whilst maintaining our good name and reputation for excellence.

Responsible to: Head of Operations



Key Accountabilities

- To support the day-to-day organisation and running of the welcome desk and Shop and supporting visitors with all aspects of their experience
- To support the volunteer teams relevant to the above areas
- To support the Head of operations in meeting revenue targets for the Shop, Admissions and Event Tickets.

Main Duties

- To continually ensure that the highest level of service is given to all visitors and customers.
- To unlock the building and open its galleries at the start of a shift and lock up, set alarms and secure the building when it closes.
- To provide staff cover and support for events and talks held at the Museum & Art Gallery during the evening, at weekends or unusual hours.
- To sell tickets, operate an EPOS system till and adhere to our cash handling procedures.
- To support the Visitor Services Management Team in managing the activities of the visitor services volunteer team.
- To promote and encourage membership of the Society.
- To assist and encourage visitors to purchase retail goods.
- To encourage visitors to Gift Aid all applicable ticket sales.
- To have a good knowledge of all product ranges.
- To unload stock and change display items in the shop, which may include lifting and bending.
- To assist with stock checking.
- To supply accurate and relevant tourist information to visitors.
- To be familiar with the history of the Museum & Art Gallery and its displays.
- To remain up-to-date with internal communications, checking e-mails, noticeboards and memorandum folders on each shift.
- To periodically patrol and check on the safety and security of the galleries, toilets and other public areas during the course of the day, ensuring remedial action is taken as required.
- To maintain a clean, hygienic and tidy environment within the front of house areas at all times.
- To answer visitor telephone and e-mail enquiries, dealing with these wherever possible.
- To comply with the Museum's Health and Safety Policy and to bring to the attention of the Head of Operations, any issues relating to the health and safety of employees, visitors or volunteers.



- To carry out required duties as part of the site fire plan and ensure visitor services volunteers know procedures.
- To dress smartly and conservatively, ensuring that a name badge is worn at all times within the Museum & Art Gallery.

Person Specification - Desirable

- Experience of working or volunteering within a customer facing role
- Experience of engaging with the public
- Demonstrable ability to use tills and EPOS systems
- Previous experience in a museum or heritage environment
- Proven experience of working with volunteers
- Excellent communication skills
- A creative approach to problem solving
- Proven ability to work in a team in a hands on environment
- IT literate, notably MS Outlook, Word and Excel

