

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Environment and Economy

Job Ref Number: 3713

Service Area: Heritage

Grade: 2

Job Title: Visitor Experience Officer - Relief

PURPOSE OF JOB:

To work alongside staff in the delivery of frontline services across the Heritage Service, within a designated geographical area.

To provide access to collections, resources and promote customer access and participation.

TEAM STRUCTURE:

Visitor Experience
Manager /
Team Leader

Visitor Experience
Officers - Relief

MAIN DUTIES:

- | | |
|---|---|
| 1 | <p>To assist in the basic functions of the site/s including:</p> <ul style="list-style-type: none"> Assisting visitors in their use of site/s and resources. Implementing excellent customer service practices to ensure sites are welcoming, safe and attractive places to visit. Cash handling, sales, admissions and bookings, maintaining financial and sales records and banking money. At some sites: <ul style="list-style-type: none"> Food preparation and service refreshments. Basic grounds maintenance (e.g. grass cutting). On-site security and traffic management duties (e.g. Lincoln Castle). Maintaining and cleaning site/s, storage areas, equipment and resources in accordance with local procedure. <p>Under supervision / following training, contribute to the learning programme, including:</p> <ul style="list-style-type: none"> Activities and learning opportunities for children and young people. Talking to groups about services, demonstrating facilities. Assisting visitors to find out more about sites, stories and collections. Object handling and maintaining, assisting with the installation of exhibitions. <p>Working week to include evenings and weekends.</p> |
| 2 | <p>To provide access to information and resources, including:</p> |

	<ul style="list-style-type: none"> • Efficient registration and introduction to sites and services. • Answer customer enquiries in person, phone and email, knowing what to refer on. • Provide advice and guidance on the use of ICT and other resources. • Assist users in advanced information searches/research using both ICT and traditional sources.
3	Compiling and completing statistical returns and filing duties.
4	Contribute to deliver visitor experience quality standards.
5	Ensure all information is held and disclosed in accordance with the Freedom of Information and Data Protection Acts.
6	Participate in staff training programme where appropriate.
7	Carry out the duties in accordance with the Council Health and Safety policies and procedures.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Minimum of GCSE or equivalent standard of education, including numeracy and literacy.	A	✓	
An interest in heritage, history, arts and culture	A / I	✓	
Experience of working in a customer or visitor services role, with ability to demonstrate a keen and genuine interest in working with the public.	A / I	✓	
Ability to demonstrate an exceptional standard of customer service through well-established and effective communication skills.	A / I	✓	
An effective team player who can demonstrate initiative and support others in a busy environment.	A / I	✓	
Supporting the achievement of donations, commercial or other income targets	A / I	✓	
Experience of working in a visitor attraction or similar environment.	A / I		✓
Experience in answering enquiries / complaints and dealing with challenging customers.	A / I		✓

Experience in giving presentations to a wide range of ages and taking part in education programmes / events.	A		✓
Experience in cash handling or retail merchandising.	A / I		✓
Experience of working with ticketing systems	A		✓
Experience of using software on mobile devices/till points or other forms of computer hardware in a work environment	A		✓
ICT skills in Microsoft Word, Excel and Outlook.	A		✓
Supporting the management of Health and Safety, security, accessibility and Licencing procedures	A / I		✓
Understanding of how principles of diversity and accessibility applies to a public-facing organisation	I		✓

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.