

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Environment and Economy	Job Ref Number: 02239
Service Area: Heritage	Grade: 3
Job Title: Visitor Experience Officer	

PURPOSE OF JOB:

Contribute to the delivery of a quality heritage experience. Assist, as appropriate, with:

- Providing an excellent level of customer service.
- Developing and maintaining strong, positive working relationships across service areas as appropriate.

Work alongside volunteers and other community partners to delivery frontline services at heritage site(s) ensuring an excellent visitor experience. Officers will have a primary base but will be expected to work across any heritage site within the immediate geographical area, eg across Lincoln.

To provide access to the site(s) and it's collections promoting customer enjoyment and participation.

Continuously look for synergies and efficiency savings across area of responsibility.

To be aware of and contribute to the health and safety of the heritage site(s).

TEAM STRUCTURE:

Visitor Experience
Manager /
Team Leader

Visitor Experience
Officers

MAIN DUTIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

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| 1 | <p>To assist in the basic functions of site/s including:</p> <ul style="list-style-type: none"> • Assisting members of the public 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 (where appropriate) and bookings, maintaining |
|---|---|

	financial and sales records, and banking money. • At some sites, food preparation and service refreshments. • Maintaining and cleaning site/s, storage areas, equipment and resources in accordance with local procedure.
2	Under supervision/following training, contribute to the learning program, including: • 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.
3	Act as key holder.
4	Working week to include evenings and weekends as part of standard working pattern and as required.
5	Participate in staff training program, appraisal program, and contribute to the training of others, for example newly appointed staff and volunteers, as appropriate.
6	May occasionally deputise for Visitor Experience Team Leader or Visitor Experience Manager as duty officer.
7	Coach/mentor teams/colleagues as appropriate to embed new ways of thinking and working.
8	Maximising the impact of resources and value for money to achieve improved outcomes for the Council.
9	Answer basic customer enquiries in person and by phone/email, knowing what to refer on.
10	Demonstration of the Council's Core Abilities (at the relevant level) ○ Personal Leadership ○ Being Future Focused ○ Political and Commercial Astuteness ○ Supporting a High Performing and Flexible Workforce ○ Drive for Results
11	Work collaboratively with wider matrix team as appropriate to deliver the agreed priorities.
12	Compiling and completing statistical returns and filing duties.
13	Contribute to local performance indicators.
14	Contribute to deliver identified visitor experience quality standards.
15	Ensure Council resources are optimised and utilised effectively and efficiently.
16	As an employee, create a positive image of the County Council.
17	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
18	Remain up to date and compliant with all relevant legislation, including Freedom of Information and Data Protection Acts, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Minimum of GCSE or equivalent standard of education, including numeracy and literacy.	A	✓	
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 in answering enquiries / complaints and dealing with challenging customers.	A / I		✓
Experience in cash handling, retail merchandising.	A / I	✓	
Experience of working with ticketing systems	A		✓
Knowledge of Health and Safety policies and procedures	A/I	✓	
Shows a commitment to ongoing personal development and training	A		✓
ICT skills in Microsoft Word, Excel and Outlook.	A		✓
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 [Vision and values – Lincolnshire County Council](#) 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.