



Job Description

Job Title: Front of House Team Member

Reports to: Front of House Managers

Location: Mary Rose Museum and Visitor Centre, Portsmouth

Salary: £8.98ph

The Mary Rose Trust is a limited charitable trust, formed in 1979. It is responsible for conserving and displaying the Mary Rose hull and her unique collection of artefacts for this and future generations. It is also responsible for developing the museum as a world-class visitor experience and as a scientific and educational resource.

The Trust's vision is to sustain the Mary Rose and her collection as a leading museum, and consistently provide a world class visitor experience

Main Purpose of Job

To create a positive experience that inspires our visitors, by maintaining excellent standards of customer service, optimising opportunities to generate income and ensuring that the site and its assets are safe and secure. To make the museum one of the best possible places to visit and work.

Main responsibilities

Exemplary customer service and presentation

- To provide a consistent excellent service to our visitors that ensures their expectations are exceeded, and respond courteously and appropriately to visitor enquiries and feedback.
- To maintain excellent standards of site and personal presentation at all times, from providing a warm welcome to visitors, to site presentation including but not limited to general cleaning of all public areas including toilet cleaning and emptying of waste bins.
- To maintain excellent standards of presentation in the retail area, good housekeeping of shelves and display areas and to ensure that merchandising is well presented at all times.
- To provide guided tours of the museum, where applicable, tour equipment is accounted for and kept in proper working order.

Commercial Awareness

- To welcome visitors on arrival, processing their admissions either through a ticket purchase or by verifying an e-ticket, offering gift aid, a guide book and general information about the site.
- Being proactive in the selling of retail merchandise, ensuring accuracy of all transactions involving income to the museum.
- Understand the commercial objectives of the charity and strive to exceed the targets set, to include: visitor admission, retail income and increasing spend per head.

Teamwork

- To work cooperatively and collaboratively in a high performing team to meet the needs of the charity and show initiative and take on additional responsibility when required, such as assisting with familiarisation training of employees new to the site.
- To improve own role and strengthen job knowledge through undertaking training courses and attending conferences that are considered necessary as a result of the Performance Development Review process.
- To work Bank Holidays and weekends as required and be flexible as part of a team.

Events and Education

- To assist with the development of public and hospitality events, assist with the set up, stewarding and break-down of these events in liaison with the management team and other colleagues. Staff may be asked to work through into the night hours.
- Assisting the learning team with the coordination of education visits and workshops at the Museum, such as meeting and greeting education parties, and on occasion assist with the delivery of these workshops.

Statutory Compliance

- To ensure museum meets with Health and Safety legislation in liaison with management team.
- To follow set processes to ensure the museum is secure at all times and to use personal protection equipment as provided and directed by your manager.
- To deal with emergency contractor call outs e.g. maintenance when needed and delegated by the management team.

- To adhere to all financial procedures to include till operation and banking and safeguarding of monies, to implement amendments to standard procedure as instructions may dictate.
- To adhere to licensing laws.

General

- In your post you may be required to wear period costume, this would be agreed with your line manager.
- To undertake any other tasks and duties reasonably required by the management team.

Person Specification

Essential Experience	Desirable Experience
<p>Demonstrable understanding of the principles of excellent customer care and visitor service</p> <p>Experience of working as part of a team</p>	<p>Experience of providing excellent customer service</p> <p>Experience of retail sales and promotion</p> <p>Experience of dealing with cash transactions</p> <p>Experience of working towards commercial targets</p>
Essential Skills, Knowledge and Qualifications	Desirable Skills, Knowledge and Qualifications
<p>General awareness of health and safety and security issues</p> <p>Sales skills</p> <p>Good writing and numeracy skills.</p> <p>IT skills for use of PC and other technologies on site</p>	<p>Able to prioritise own work and meet deadlines</p> <p>General knowledge of other local amenities and attractions</p> <p>Awareness of safeguarding issues</p> <p>First Aid certificate</p> <p>Basic awareness of licensing laws</p>
Essential Behaviours	
<p>Excellent interpersonal skills to build and maintain good customer and staff relations</p> <p>Able to work with a diverse range of visitors, volunteers and colleagues</p> <p>Able to use initiative to overcome practical issues</p> <p>Able to follow processes and procedures</p>	

Able to make a positive contribution to the team's success	
Neat and tidy personal appearance in line with uniform guidance	
Reliable and punctual	

This is a description of the job as it is at present constituted. Employees' job descriptions may be examined by management at any time to either ensure that they relate to the job currently being performed, or to incorporate proposed changes. Management reserves the right to change a job description after consultation with the employees concerned. The aim will be to reach agreement to reasonable changes consistent with the employee's band and status.

Note: This role is subject to a basic Disclosure and Barring Service (DBS) check as part of Naval Base Security Clearance. Due to the Nature of our location, it is a Ministry of Defence mandatory requirement in the interest of Dockyard security that anyone working with Portsmouth Naval Base either must be a UK resident or have had continuous residency in the UK for at least three years to be eligible to apply for permanent site security pass. Please note that security checks for non-UK nationals can take up to six months.