



**Culture Coventry Trust
Herbert Art Gallery & Museum
Jordan Well
Coventry
CV1 5QP**

JOB DESCRIPTION

Job Title:	Visitor Services Assistant
Reporting to:	Duty Manager
Responsible for:	N/A

SCOPE

Culture Coventry Trust and Coventry Sports Foundation are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment of employment contracts held with either Culture Coventry Trust or Coventry Sports Foundation.

OVERALL PURPOSE AND OBJECTIVE OF THE ROLE

- To deliver an exceptional visitor experience that enables all visitors to our museums to easily access and engage with our collections, exhibitions, events and activities.
- To maintain a presence in the galleries and exhibitions to ensure clean and safe environment for our visitors and the safety and security of the collections.
- To actively promote the retail offers at the museum as widely as possible so that sale and donations are maximised.

MAIN DUTIES OF THE ROLE

Clean, Safe & Secure Environment

- Contribute at all times to the general upkeep of the buildings by reporting significant items of concern to the Duty Manager and by suggesting improvements to, and work required around, the museums, galleries and exhibitions.
- Carry out cleaning work as directed by the Duty Manager, using appropriate and approved materials in the following areas:
 - Buildings
 - Interpretive displays
 - Public toilets
 - Collection items
- Operates equipment and uses chemicals only as directed by a competent person in agreement with Duty Manager.
- Seek to ensure the security of the buildings and the collection by means of:



- Responding to any security alerts promptly.
- Monitoring the movement of contractors, volunteers, students who are approved access to the premises.
- Monitoring the movement of people, allowed access to secure areas of the premises, including contractors, hirers, volunteers, researchers and students.
- Testing, setting and unsetting safety and alarm systems.
- Locking and unlocking the museum premises.
- Undertaking regular checks on fire and first aid equipment.
- Carrying out a designated role in the event of an evacuation of the premises due to an emergency.
- Undertake regular checks of firefighting equipment i.e. fire extinguishers
- Under the direction of the Duty Manager, train and support employees, workers and volunteers to required standards.

Exhibitions and Collection Care

- Help researchers in the museum and be responsible for the security of objects when in use by researchers.
- Move objects as required and help with preventative conservation.
- Assist in the preparation, erection, dismantling, transfer, removal and changing of exhibits, and display items as required.
- Ensure that the items in the exhibition are properly displayed, including the arrangement of security barriers, the provision and maintenance of appropriate signs and labels and operate audio visual and similar equipment as required.

General Duties

- Meet arriving visitors in car park areas to direct to meetings, events etc.
- Driving vehicles as required (no Museum collections)
- Escorting items in transit
- Assist with the loading and unloading of vehicles for deliveries.
- Work at other sites within the city, and travel to other museums in other parts of the country as directed by the Duty Manager for research/projects.



RESPONSIBILITIES FOR ALL EMPLOYEES

- To embrace and lead by example on the Company's key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
- To undertake all duties and fully comply with all of the Company's general standards and those relating to the specific requirements of the role.
- To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To support the Company's commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
- To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
- To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

Date Created: 16th July 2021

Date Reviewed:

Pride

Passion

Performance



PERSON SPECIFICATION

Essential Personal Attributes

- Customer focused with the ability to identify customer audiences.
- Good communication skills both face-to-face and in writing.
- A team player with an approachable manner.
- Sensitive to the different cultural backgrounds of Coventry's diverse communities.
- A flexible approach to work with people and the ability to respond to differing needs.
- Self-motivated with the ability to take the initiative.

Essential Knowledge and Experience

- A good level of understanding of industrial history, coupled with a recognition of Coventry's place in that history.
- Demonstrable interest in the arts and heritage sector.
- Experience in delivering a proactive and high level of customer experience.
- Experience of cash handling and security procedures.

Essential Special Skills

- Good IT skills and proficiency in Microsoft office applications