Visitor Experience Officer

**Job Description and Person Specification**

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| Location:  | Based in the Workhouse Museum in Ripon, with hybrid working supported. |
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| Salary Band:  | £23,700 plus 5% pension contribution |
| Hours of work:  | 37 hours per weekRegular Weekend work will be required  |
| Post length:  | Permanent |
| Responsible to:Responsible for:  | Visitor Experience and Volunteer ManagerNo direct reports |

**Background**

Here at Ripon Museum Trust we are passionate about delivering our Vision to ‘use our heritage assets to inspire people to seek a fairer society’. All within walking distance of one another, the Workhouse, Courthouse and Prison & Police Museums create a rich tapestry telling the complex story of poverty, crime and justice. Woven from the lives of the real people who were judged, housed and punished within these institutions, these museums offer visitors a unique insight into Victorian society.

Our Mission is:

* To use **the unique trio of the Workhouse, Prison & Police and Courthouse Museums**, our collections and the stories they tell to **help people explore big issues** such as **fairness, equality, justice and welfare**.
* Through excellent engagement, programming and outreach together we will **inspire people to become compassionate and active citizens**, shaping society for the better.
* To work for greater participation in our heritage which will **enrich lives and improve wellbeing.**
* To **work as** **one team**, with **volunteering** integral to our organisation.
* To **make a positive impact on the** **cultural and economic capital** ofRipon and its region

This is a fantastic time to join our friendly team. We have exciting times ahead, with significant funding from two national funders. Ripon Museum Trust is an Arts Council England (ACE) National Portfolio Organisation, and we’re passionate to play our part in delivering their ‘Let’s Create’ Vision and Strategy 2020-2030. Annual funding from ACE enables us to create high quality cultural programming for harder to reach audiences and develop our organisation to be more dynamic and sustainable in the long term. We are also embarking on a transformational £3.3m project, funded by The National Lottery Heritage Fund and others that promises to reinvigorate our visitor experience and the impact we can make to our communities.

**Job Description – Purpose/scope, duties and responsibilities**

**Purpose/scope**

The Visitor Experience Officer will play an important role in developing and delivering our annual programme aimed at multiple audiences. This role requires ambition, creativity and an excellent understanding of what visitors want from their museum experience. We are looking for someone who sees the potential in our offer and is excited by working as part of a fast-paced team to build an inspiring programme of activities and events. As part of the Visitor Experience and Volunteer team you will also support the Learning Team in delivering interactive sessions for groups, exploring the themes of poverty, crime and justice as well as supporting with administrative tasks. You will also support the Volunteer Team, helping it grow by inducting new recruits and performing administrative tasks. Working closely with the Front of House Coordinator and the Visitor Experience and Volunteer Manager, you will support the volunteers as we develop our front of house experience, shaping our welcome through training sessions and content creation.

You may also support the general operations which may include some shifts as Duty Officer front of house and volunteering.

You will have responsibility for:

**Visitor Experience and Volunteers**

* Developing and delivering new activities for the programme across all three sites
* Writing copy for our website to advertise events
* Collecting and documenting visitor evaluation responses
* Supporting the management of public events and their bookings
* Working with the Visitor Experience and Volunteer Manager to develop new opportunities for revenue income
* Supporting in the delivery of school sessions
* Supporting the Learning team with administrative tasks
* Managing volunteer databases
* Organisation and filing of volunteer documents
* Administrative support for volunteer events
* Managing the volunteer newsletter
* Supporting in the training and induction of new volunteers

**Front of House**

* May be asked to perform front of house duties as a Duty Officer including:
* Weekend duty manager/ front desk role
* Unlocking and locking Workhouse Museum
* Checking-in on volunteers at all three sites
* Operating the front desk till
* Welcoming visitors

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the postholder must be prepared to undertake additional tasks, duties and responsibilities at the discretion of the post’s line manager. Some weekend work will be required, particularly at busy periods.

**Person specification**

**Essential**

* Adaptability and flexibility.
* Strong organisational and administration skills
* Creativity and an ability to design and run inspiring activities and workshops for a diverse range of users
* Strong written communication and experience in writing copy for visitors
* Strong understanding of the motivations and barriers to visitors in the heritage sector
* Excellent customer service.
* Attention to detail.
* Experience of Office 365 packages.

**Desirable**

* Previous experience of working with volunteers
* Front of house experience
* Interested in the work of Ripon Museum Trust.

This role is based in the museum with some working from home and hybrid working supported. We understand how important work/life balance is for wellbeing and are open to considering a variety of options, including hours of work, work patterns, secondments and job shares.

Ripon Museum Trust is an equal opportunity employer. We positively encourage applications from all areas of the community regardless of race, sex, disability, religion/belief, sexual orientation, age or gender identification. This is part of our commitment to equality and reflects the diversity of our population.

**Method of Application**

If you are interested in this position, please complete the application form on our website [www.riponmuseums.co.uk](http://www.riponmuseums.co.uk) showing how you meet the criteria for the position. Please send the completed application form to our Business Support Officer, Katie Rayden-Drabkin at katie.rayden-drabkin@riponmuseums.co.uk or alternatively post to The Workhouse Museum, Allhallowgate, Ripon, HG4 1LE by Sunday 23rd February 2025. If you would like to find out more about the position, please email Katie in the first instance. ***Please do not send a CV – it will not be used for shortlisting***.