

Casual Front of House Assistant



Job Description and Person Specification

Post: Casual Front of House Assistant (temporary)

Location: Across all three of our sites. The Prison and Police, Workhouse and Courthouse museums

Salary: £8.91 per hour

Hours of work: Variable. Our normal opening hours are between 11.00 (10 am in the summer holidays) and 16.00 so most shifts will be around this time period. Shifts may start 30 minutes before opening and may end 30 minutes after closing. Must be able to work weekends
Lunch breaks will be provided as appropriate.

Contract length: As this is a casual hours post there is no start and finish date.

Hours: This is a casual hours contract, hours will vary from week to week

Responsible to: Volunteer and Operations Manager

Job Description – Job purpose, duties and responsibilities

This post is responsible for delivering first class customer service to every visitor who comes to one of our museums. The post holder will be responsible for ensuring the museums are clean and tidy and is fully stocked and ready to operate. They will provide excellent customer service and strive to meet and exceed the Trust's targets for Gift Aid uptake, survey completion and mailing list uptake.

Our work at Ripon Museum Trust is guided by our vision and mission:

We will use our heritage assets to inspire people to seek a fairer society.

We will use the unique trio of the Workhouse, Prison & Police and Courthouse Museums, 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. We will work for greater participation in our heritage which will enrich lives and improve wellbeing. Volunteering is integral to our organization; at our core we work as one team. We will make a positive impact on Ripon and the region's cultural and economic capital.

The post holder will be required to:

- Open up your duty museum and staff admissions desk selling tickets, shop stock and processing online bookings.
- Undertake lone working at the duty museum in line with our lone working policy. There will be a Duty Officer or staff Duty Manager on call, but they may be based at one of our other sites.

- Provide first rate customer service to all our visitors.
- Carry out cleaning when required whichever museum you are on duty to ensure the museum is presentable for visitors.
- Achieve a Gift Aid conversion percentage of 70% on ticket sales.
- Close up your duty museum and cash up takings at the end of the day in line with our cash handling procedures.

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the post holder must be prepared to undertake additional tasks, duties, and responsibilities at the request of Volunteer and Operations Manager and that fall within the strategic objectives of the Ripon Museum Trust.

Principal Relationships

Team

Volunteer and Operations Manager
Operations Officer

Other

Other staff members
Ripon Museum Trust Volunteers
Members of the public

Person Specification:	Essential	Desirable
Knowledge and Experience		
Experience in Customer Relations	✓	
Proven ability to work within a team.	✓	
Experience of working in voluntary orgs		✓
Knowledge of health and safety regulations		✓
Experience of Cash handling		✓
Experience of EPOS tills		✓
Personal Skills		
Excellent communication skills, both oral and written	✓	
Ability to embody the values of the Trust (Ambition, Learning, Teamwork, Community)	✓	
Numerate and organised	✓	
Presentable appearance, friendly and welcoming approach	✓	

Comfortable working within a busy team, and taking the initiative within agreed powers of delegation		✓
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Ripon Museum Trust is an equal opportunity employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.