

JOB DESCRIPTION	
Post Title:	Seasonal Visitor Experience Steward
Salary:	£12.20 / hour (13.5 hours per week)
Contract:	Seasonal, 3 days a week (4.5 hours on Fridays, Saturdays and Sundays) from 30th March 2024 until 27th October 2024
Probation period	6 weeks
Reports to:	Elgin Museum Convenor

1. Summary:

Elgin Museum is pleased to offer an exciting opportunity to join our Visitor Services team for the 2024 season. This post supports our existing core of volunteers.

2. Background:

Elgin Museum is an Accredited Museum. It has a Recognised collection of local fossils (and associated archive) with a particularly strong archaeology collection. It has been an independent museum since it was built by public subscription in 1842. It is owned and managed by a membership organisation, The Moray Society, which has delegated powers to the Elgin Museum Management Committee (EMMC) for the Museum's every-day running. The Museum holds a wide-ranging collection relating to Moray, whether through find site or the origin of the donor.

The Museum is currently run by a team of volunteers with one part time staff member (a Museum Assistant).

3. Purpose of Post

We are looking for an enthusiastic, motivated individual to provide a first-class service to visitors to Elgin Museum, alongside our core of volunteers. This is a varied and exciting role, providing the opportunity to engage with customers/visitors about the Museum, and about Moray's natural and cultural heritage, while ensuring a high standard of customer service at all times.

4. Job description

Responsibilities:

- Provide first-class customer service, alongside and supporting our core of volunteers, by maintaining a positive, welcoming environment, proactive and helpful attitude to all visitors at all times.
- Ensure all front of house areas are maintained to the highest standard, and that all public areas are clean and clear.
- Handle cash accurately and process sales and donations, answer customer enquiries, replenishing stock (as required), assisting with the counting and recording of monies to agreed standards.

- Respond to unexpected situations in a professional manner and seek advice and support from Line Manager when required.
- Act as a responsible keyholder, including during emergency situations.
- Ensure compliance with Elgin Museum’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Ensuring health and welfare of volunteers and visitors by adhering to Elgin Museum’s Health and Safety policy.
- Adhering to Elgin Museum’s quality standards, including wearing of uniform.
- Perform other reasonable duties as directed by your Line Manager.

Scope

People Management

- Will have regular (daily) interaction with members of the public of all ages and abilities
- Will have regular (daily) interaction with Volunteers

5. Knowledge, experience, skills and attributes

KNOWLEDGE	ESSENTIAL	DESIRABLE
Familiarity with the displays and collections of Elgin Museum		Y
Familiarity with GDPR and charity legislation.		Y
An interest in and enthusiasm for heritage		Y
Knowledge of the Moray area		Y
Additional languages		Y
Good achievement in standard grades (or equivalent), including English and Mathematics.	Y	

SKILLS	ESSENTIAL	DESIRABLE
Accurate numerical reasoning skills and attention to detail.	Y	
Good organisational skills		Y
Ability to work alone or as part of a team	Y	
Excellent front of house persona - warm, welcoming, patient and understanding.	Y	
Excellent interpersonal and communication skills.	Y	
Demonstrable time management skills	Y	

EXPERIENCE	ESSENTIAL	DESIRABLE
Providing first-class customer care and service, including dealing with customer queries	Y	
Previous work in a range of visitor experience activities		Y

Working within a visitor attraction environment		Y
Working in a retail environment		Y
Working with volunteers		Y

Summary Notes for adverts

Elgin Museum is pleased to offer an exciting opportunity for a Seasonal Visitor Experience Steward!

The role

We are looking for an enthusiastic, motivated individual to provide a first-class service to visitors to Elgin Museum, alongside our core of volunteers. This is a varied and exciting role, providing the opportunity to engage with customers/visitors about the Museum, and about Moray's natural and cultural heritage, ensuring a high standard of customer service at all times.

Some of the things you'll do:

Provide first-class customer service, alongside our core of volunteers, by maintaining a positive, welcoming environment, proactive and helpful attitude to all visitors at all times.

Ensure all front of house areas are maintained to the highest standard, ensuring stocks are regularly replenished, all areas are clean and clear, all products are displayed and merchandised as directed.

Handling cash accurately and processing sales and donations, answering customer enquiries, replenishing stock (as required), assisting with the counting and recording of monies to agreed standards.

Respond to unexpected situations in a professional manner and seek advice and support from line manager when required.

Act as a responsible keyholder, including during emergency situations.

Ensure all front of house areas are maintained to the highest standard, and that all areas are clean and clear of rubbish during opening hours.

Ensure compliance with Elgin Museum's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.

Ensuring health and welfare of volunteers and visitors by adhering to Elgin Museum's Health and Safety policy.

Adhering to Elgin Museum's quality standards, including wearing of uniform.

Perform other reasonable duties as directed by your Manager.

What we're looking for:

Good achievement in standard grades (or equivalent), including English and Mathematics.

Accurate numerical reasoning skills and attention to detail.

Experience in a retail environment.

Providing first-class customer care and service, including dealing with customer queries.

Previous work in a range of visitor experience activities, including working with volunteers.

Please see the role profile for further information on what the role involves and essential/desirable criteria.