

Job Description

Visitor Experience Assistant

Job Title:	Visitor Experience Assistant
Department:	Visitor Experience
Location:	The Historic Dockyard Chatham
Hours:	Various - rota
Salary Range:	Minimum Wage
Reports to:	Visitor Experience Manager

Overall Purpose of the role:

To work as part of the Trust's frontline Visitor Experience Team playing a vital role in delivering and enhancing the experience of visitors to our museum and heritage site, delivering consistently high levels of customer service and engagement whilst ensuring that the health and well-being of our visitors is maintained at all times. Within this role, you will work as part of a flexible team, support and respect colleagues across all departments, demonstrating a proactive flexible approach to undertake such other duties as agreed with your line manager.

Key Tasks and Responsibilities:

- The health & well-being of all visitors to your allocated gallery or working area, reacting quickly and proactively to any fire alarms, first aid or other incidents / events in accordance with Trust policies and procedures, for which full training will be provided as part of the Trust induction process.
- The daily operation of your allocated gallery or working area, including overseeing all aspects of opening and closing routines, visitor information, gallery presentation and visitor safety delivering guided tours, demonstrations, family activities and gallery engagement as required.
- Assist with wayfinding and promote awareness of the galleries and services on offer, operating flexibly across a range of customer care roles.
- Support the delivery of corporate and or commercial events and wider Trust public events.
- Uphold the values of excellence as set out in the Trust's Corporate Plan to maintain and enhance the reputation of Chatham Historic Dockyard Trust.

- Deliver a duty of care for visitors by ensuring that public areas are safe and accessible at all times.
- Comply with the Trust's Safeguarding and Health & Safety Policies & Procedures, monitoring the safety of the galleries (including undertaking evacuation processes) and visitors, dealing with, reporting hazards, near misses and incidents in a timely manner.
- To discreetly and sensitively, safeguard the security of visitors, staff, volunteers and museum assets in accordance with Trust operational guidelines.
- Use clear and concise communication channels to assist with the day to day operation of your role including use of the Trust's radio system.

General:

- Enrich the visitor experience by gaining and retaining knowledge of the Historic Dockyard and sharing your knowledge with the public.
- Ensure you have a good knowledge and understanding of the galleries, attractions, exhibitions, catering and retail outlets and any other activities of The Historic Dockyard.
- Delivering guided tours and gallery content as required.
- Supervising and controlling access to visitor galleries.
- Providing information and advice on the collections and objects on display within the Historic Dockyard.
- Daily ticket checking when working in appropriate positions.

Any other duties:

- To maintain the Trust's standards of both personal and public presentation.
- Regularly monitor the condition and cleanliness of galleries and facilities.
- Undertake cleaning and sanitisation at touch point areas regularly.
- Report defects associated with the museum's facilities or interpretation across the site.
- Attend any training as agreed by your Line Manager.
- Undertake other such duties as may be reasonably required when necessary.

The Trust promotes an interdepartmental approach to working and all successful applicants will automatically form part of a Trust wide staffing pool with the opportunity to develop their skills and experience further.

We are an equal opportunities employer and committed to providing our employees with a work environment free from discrimination in which all can develop and thrive.

We acknowledge and value the benefits of a diverse workforce and welcome applications from people of all backgrounds and are committed to ensuring that our recruitment process is transparent, fair and as inclusive as possible for all applicants.