

Sussex Archaeological Society

Job Description

Job Title	Casual Visitor Services Assistant
Location	Michelham Priory
Reports to	Property Manager
Reporting to Post Holder	N/A
Main Purpose of the Job	To provide a welcoming and effective front of house and gift shop sales service to visitors to Michelham Priory.

ACCOUNTABILITIES

1.	Responsibility for receiving and welcoming visitors to the Properties promptly and efficiently in accordance with the property standards, ensuring that the reception area is well presented and that visitors have good access to information to enhance their visit.
2.	Process ticket and gift shop sales effectively to maximise income, ensuring the promotion of gift aid and society membership, combined tickets and guidebooks.
3.	Responsibility for the security of the site(s) and the safety of visitors by ensuring that the Society's health and safety and security procedures are followed, including keyholder responsibilities.

Key Tasks
Welcome visitors to Michelham Priory and process admission tickets whilst promoting gift aid, combined tickets, events, society membership and guide books. Process payments for giftshop sales.
Operate the till in accordance with instructions, processing payment transactions accurately. Cash up the tills at the end of each day in accordance with the Society's procedures.
Keep the reception desk and giftshop area tidy, re-stock the displays and assist with incoming stocks and deliveries.
Respond to enquiries in a positive manner both face to face and on the telephone. Provide accurate information including the key historical facts, what there is to see and do on site, forthcoming events and the facilities for private functions and ceremonies. Deal with telephone calls
Be familiar with health and safety policies and procedures including fire safety and evacuation procedures in order to direct visitors in an emergency.

As part of reception duties, provide assistance or guidance to other users of the Properties from time to time, including volunteers, Friends' groups or visitors to other staff in the building, ensuring they sign in and out.

To provide assistance in the café as and when required as part of any other duties required for the role.

This job description sets out the key accountabilities of the post at the time when it was drawn up and is not an exhaustive list. The Society reserves the right to request staff to undertake work of a similar nature which might not be listed on the job description.

Person Specification: Visitor Services Assistant, Michelham Priory

Criteria	Competency	Essential	Desirable
Key abilities and skills	Ability to operate the till for payment transactions (training provided).	√	
	Good interpersonal communication skills.	√	
	Excellent customer service skills and focus	√	
	Good organisational ability in a busy work environment	√	
	Ability to carry out some manual lifting and handling of books and giftshop items	√	
Education & Qualifications	Customer Service training		√
	First Aid at Work (training provided)	√	
Knowledge & Experience	Retail experience		√
	Ability to handle cash and make payment transactions accurately.	√	
	Previous experience in a customer facing role		√
	Basic knowledge of the history of Michelham Priory and the main points of interest for visitors	√	
	Understanding of health and safety policies and procedures including fire evacuation in relation to Michelham Priory	√	
	Knowledge and understanding of site		

	security (training provided)	√	
	Awareness of equality and diversity applied to service area	√	
Other	A willingness to work flexibly across all Sussex Archaeological Society properties.	√	