



JOB DESCRIPTION – VISITOR SERVICES HOST

Job Title:	Visitor Services Host
Organisation:	Aerospace Trust, Bristol
Annual Salary:	£16,640 pro rata for part time staff
Hourly Rate:	£8.00
Hours:	Full time staff will work 40 hours per week, based on a rota of 5 days in every 7 days including weekends and bank holidays. There will be a requirement to work some evenings.
Responsible to:	Visitor Services Deputy Manager
Location:	Filton, Bristol

Bristol Aero Collection Trust is looking for full and part time Visitor Services Hosts to provide a wide range of duties at the new Aerospace Bristol museum, Filton, opening to the public later this year.

The Museum champions aerospace design and manufacturing from the perspective of those who were part of it. The Museum has STEM learning at its heart and aims to inspire, entertain and inform present and future generations through their understanding of, and engagement with, the stories and collections of Bristol's aerospace industry – *past, present and future*. It is the home to the last Concorde ever built and the last to fly when it returned to its birthplace in Filton.

If you have a passion to provide an informative and engaging experience for our visitors and guests then this could be the opportunity for you.

Job Purpose

- To provide a welcoming, courteous, approachable service and be the first point of contact for our visitors and guests.
- To provide a knowledgeable, friendly, confident and pleasant engagement with visitors and guests.
- To carry out duties in the galleries, gift shop, box office and on the reception desk.
- To help visitors and guests enjoy their experience, provide accurate information, care and security.
- To be the voice and face of Aerospace Bristol.

Specific Responsibilities and Duties

Galleries

- be able to answer all general guest and visitor enquires concerning the collections and equipment.
- be conversant with all aspects of the collection and education programme.
- prepare on a timely basis, spaces, seating and equipment for activity sessions and events.
- be fully aware of the activities and events taking place in the Museum.
- assist in ensuring effective co-ordination and best use of your time, the facilities and equipment on a daily basis.
- maintain an up-to-date knowledge of exhibits and their history in order to provide the best possible service.
- patrol the Museum floor to ensure the safety of visitors and guests, and that collections are safe and secure.
- proactively interact with visitors and guests.
- train and act as a Fire Warden and First Aider as required.
- ensure litter is cleared away and floor spills cleaned up immediately ensuring the gallery floors are at the highest standard of cleanliness and health and safety.
- receive or remove collection items ensuring correct handling, safety and storage under the direction of the Collections Team.
- give all Visitors a warm goodbye on departure and encourage them to provide feedback either via the feedback form or the email survey.

Gift Shop

- work in the gift shop and upsell, maximising income where possible.
- process card payments and handle cash, as directed and trained by the Team leader.
- ensure the smooth running of daily shop transactions.
- accurately cash up tills, check daily floats and reconciliation of the daily takings.
- ensure the security of stock, keys and cash, maintaining continual visual surveillance at all times.
- report any event of, or intention to, theft / vandalism / malicious damage.
- maintain accurate documentation relating to customer orders, accounts, stock orders, stock returns, EPOS databases and assist with stocktaking as required.
- maintain the tidiness in the Shop and stock.
- ensure stock is accessible at all times and assist in creating attractive and appropriate stock displays.
- be responsible for opening and closing the Shop as required.

Box Office

- take accurately all bookings for room hire, events, learning activities and advance Museum tickets where appropriate, or pass to the correct department within the organisation.
- use appropriately the computer system to sell tickets.
- accurately receive and process payments.
- promptly notify the Team Leader of any problems.

Reception Desk

- welcome visitors and guests and encourage the use of the full range of Museum collections and facilities provided.
- encourage and enhance learning opportunities in conversation with visitors and guests by actively promoting all talks, tours and special events.
- provide details of, and sell, admission tickets and actively promote Gift Aid.
- receive and direct messages.
- respond to enquiries. receive and process payments.

General

- assist with the work of the volunteers and work collectively and collegiately.
- comply with the Trust policies and procedures.
- positively participate in the Trust performance review system.
- continuously improve your knowledge of the collections and attend briefing and training sessions when held, including some outside of core working hours.
- be prepared to study an NVQ Level 2 Heritage and Visitor Studies or Welcome Host.
- keenly maintain health and safety practices and the safety of the visitors and guests.
- maintain effective relationships with co-workers.
- undertake basic administrative duties for the efficient running of the Museum.
- undertake such other duties as may reasonably be required of you, commensurate with your general level of responsibility and rate of pay / salary.

Weekend, some evenings and Bank Holiday working will be required on a rota basis.

Person Specification

Essential

- Must be able to interact with the public
- Must have customer care skills and a real commitment to meeting customers' needs
- Must be literate and numerate
- Must be an excellent team player
- Must have good organisational skills and a keen eye for detail
- Must be able to competent with IT systems, such as tills and a PC
- Must have a clear speaking voice
- Must be flexible to the needs that arise within a small organisation
- Must have the ability to work effectively under pressure
- Must be a self-starter with initiative and enthusiasm

Desirable

- Fluent in a second language
- Proven retail experience
- First Aid experience or qualification
- Knowledge and interest in heritage including Bristol aero, Concorde and aerospace industry
- NVQ Level 2 Heritage and Visitor Studies or Welcome Host
- Experience in a similar role commensurate with the requirements of the job
- Have leisure and tourism attraction operational experience

Application Procedure

Applicants should apply by completing the application form and including their CV. Please include your current salary. Please email to recruitment@aerospacebristol.org

Alternatively, you can send a hard copy to:

HR Department
Bristol Aero Collection Trust
Building 15F, Northway
Filton, Bristol BS34 7QH

The closing date for receipt of applications is 12 noon, 27 August. Recruitment days are scheduled to take place on 31 August and/or 1 September.

Bristol Aero Collection Trust is an Equal Opportunities employer.