**VISITOR SERVICES TEAM**

**Job Title: Casual Visitor Assistant (Weekends) x2**

**Reports to: Visitor Services Manager**

**Rate of pay: £11.82 per hour (including holiday supplement)**

**Contract: Casual**

We are looking to recruit two Casual Visitor Assistants who are passionate about ensuring all our visitors have an excellent experience while maintaining the security of the collections You will be offered shifts that fall on Saturdays and Sundays, and you will be expected to work on a regular basis. There may be limited opportunities to work during the week (Wednesday to Friday when the Museum is open) or in the evening.

**Sir John Soane’s Museum**

Sir John Soane’s Museum is the idiosyncratic historic house of the great Regency architect Sir John Soane (1753 – 1837), and displays his collection of antiquities, furniture, models and paintings in the same state in which they were left at the time of his death as well as preserving over 30,000 architectural drawings and a fine library.

**Background**

Our Visitor Services Team is made up of full time, part time and casual visitor assistants as well as a large team of committed volunteers. We are responsible for ensuring all our visitors receive a warm and courteous welcome and discover something new through the unique and intimate atmosphere of the house by engaging with our visitor services team. Our team of Visitor Assistants also provide a safe and secure environment for our collection as well as providing an excellent visitor experience at all times.

**Our Visitor Service Aim**

To welcome, engage and inspire.

**Five Service Commitments**

1/ We will welcome all visitors warmly and give them relevant information to enjoy their visit

2/ We will promote accessibility and diversity

3/ We will proactively encourage visitors to support us by donating, visiting the shop and café, volunteering or becoming a supporter

4/ We will be mindful of museum security and providing a safe environment for our visitors

5/ We will inspire visitors to love this special and unique place as much as we do by proactively sharing our knowledge and passion

**Casual Visitor Assistant**

**Responsibilities:**

1. To pro-actively engage visitors in a polite and welcoming manner, facilitating their visit to the Museum and helping them get the most from their visit.
2. To increase visitor awareness of the importance of the collections, in particular those on display by explaining their unique character.
3. To proactively encourage visitors to support us by donating, visiting the shop and café, volunteering or becoming a supporter.
4. To fully understand and play an integral role in the security procedures for the Museum. During Covid 19 restrictions ensure visitors follow the guidelines and be able to explain the importance of following the procedures.
5. To be fully knowledgeable of the operational procedures of the Museum; lift operation, conservation cleaning, standard cleaning.
6. To help as required with the supervision of builders, photographers and film crews, building contractors, craftsmen and other visitors as briefed by the Visitor Services Managers or Head of Operations.
7. To carry out daily conservation housekeeping cleaning and fill in cleaning sheets accurately. Ensure the presentation of the Museum is kept to the highest standards.
8. To fully understand and play an integral role in the evacuation and emergency procedures for the Museum when required.
9. To take care of your personal health and safety and that of others and report any health and safety concerns. Ensure pro-active compliance with the Museums Health and Safety policies, including risk assessments and implementing safe systems of work.

**Person Specification**

* Reliable, responsible and trustworthy
* Customer service experience (essential)
* Good communication skills
* Friendly, confident and welcoming manner
* Enthusiastic about giving visitors the most relevant information to help them enjoy their visit
* Flexible and comfortable with change
* Smart appearance
* Good standard of spoken English (essential); additional languages desirable
* Ability to show sensitivity to a museum/historic house environment, where attention to security, and to the care of the collection and fragile interiors, is paramount
* Being able to deal with difficult situations in a positive manner

**Time commitment**

This post is offered as casual hours contract and therefore requires candidates to have a certain level of flexibility. You will be offered work only when the hours are available, this may include working at short notice, in the evenings. There are no guaranteed hours for these posts and you are under no obligation to work hours for which you are unavailable.

However, undertaking at least a regular monthly shift is essential to maintaining the casual contract.

**How to apply**

As an Equal Opportunities Employer committed to equality, diversity and inclusion we welcome applications from all backgrounds. To apply please send an email including CV, and covering letter explaining why you are interested in and are suitable for this role to [recruitment@soane.org.uk](mailto:recruitment@soane.org.uk). The closing date for applications is 16th June 5:00pm.