**VISITOR SERVICES TEAM**

**Job Title: Casual Guidebook Seller**

**Reports to: Retail Manager**

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

**Contract: Casual**

We are looking to recruit Guidebook Sellers who are passionate about ensuring all our visitors have an excellent experience while driving sales of the Museum’s guidebook. Casual Guidebook Sellers most often work when the Museum is open to the public, Wednesday to Sunday each week and Bank Holidays.

**Sir John Soane’s Museum - Background**

Sir John Soane’s Museum is the idiosyncratic house-museum of the great Regency architect Sir John Soane (1753 – 1837) and still 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. The Museum’s treasures include paintings by Hogarth (A Rake’s Progress), Canaletto, Turner and Reynolds. The finest Egyptian Sarcophagus in the world can be found in the basement, along with sculpture, antiquities, books, prints and even mummified cats. Sir John Soane’s Museum is considered by many to be best house-museum in the world.

Our Visitor Services Team is made up of permanent full time, part time and casual visitor assistants and guidebook sellers 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 also provide a safe and secure environment for our collection as well as provide an excellent visitor experience at all times.

**Our Visitor Service aim is**

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/Guidebook Sellers**

**Responsibilities:**

1. To pro-actively engage visitors in a polite and courteous manner facilitating their visit to the Museum collection and exhibitions and helping them get the most from their visit
2. To actively support Front Door sales of the Guidebook and Tours to meet the Museums KPI’s (guidebooks 1:9 and tour sell through of 100%)
3. Have a positive approach to sales and a flexible style of appropriate selling, adjusting your style accordingly to the visitor
4. Working to targets and being positive in response to feedback
5. Working with the retail team to provide a professional and enjoyable shopping experience
6. Take responsibility for the security of the Museum and its contents
7. Accurate cash handling procedures
8. Work with the shop staff to provide adequate shop cover
9. Restocking of shop products and help with appropriate retail tasks
10. To fully understand the security procedures of the Museum and play an integral role in protecting the museum’s collection
11. 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
12. Other ad hoc duties as required

**Person Specification**

* Reliable, responsible and trustworthy
* 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 changes
* Smart appearance (essential)
* 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 situations in a positive manner
* Front of House or Retail experience desirable

**Time commitment**

This post is offered as casual 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 and weekend work. There are no guaranteed hours for these posts and you are under no obligation to work hours for which you are unavailable.

**How to apply**

To apply please send an email including CV, and covering letter explaining why you are interested in and are suitable for this role to Eileen Gillen, Retail and Product Development Manager, egillen@soane.org.uk. The closing date for applications is 29th September 2019 at 5:00pm.