**VISITOR SERVICES TEAM**

**Job Title: Visitor Assistant (Saturday and Sunday, fixed term for 6 months)**

**Reports to: Visitor Services Manager**

**Salary: £ 19,632 pro rata**

**Contract: Fixed term for 6 months**

We are looking for Visitor Assistants who are passionate about ensuring all our visitors have an excellent experience while maintaining the security of the collections. We are seeking to recruit two fixed term Visitor Assistants both to work each Saturday and Sunday (6.5 hours each day).

**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 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

**Visitor Assistants**

**Responsibilities:**

1. To pro-actively engage visitors in a polite and courteous manager facilitating their visit to the Museum collection and exhibitions 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 the 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 (please refer to Security 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 act as a Fire Warden and to be able to support the Visitor Services Managers (VSM’s) with visitors who require step-free access;
9. To fully understand and play an integral role in the evacuation and emergency procedures for the Museum when required, and
10. 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
* 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 (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 difficult situations in a positive manner

**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 Joanna Eccles, Head of Operations, jeccles@soane.org.uk. The closing date for applications is 18 October 2018 at 5:00pm.