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| **LETCHWORTH GARDEN CITY HERITAGE FOUNDATION****JOB DESCRIPTION** |

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| **1** | **JOB TITLE** | **Visitors Services Team Member – Broadway Studio & Gallery** |
| **2** | **STATUS**  | **Permanent** |
| **3** | **HOURS OF WORK** | **Variable** |
| **4** | **EMPLOYEE’S NAME** |  |
| **5** | **DEPARTMENTS** | **Broadway Studio & Gallery** |
| **6** | **REPORTS TO** | **Visitor Services Manager** |
| **7** | **COMPETENCES** | **Not classed as a Manager or Supervisor** |

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| **8** | **JOB FUNCTION:**To ensure that every Broadway Studio & Gallery visitor has an exceptional experience by providing the highest level of customer service and support. You will be part of a multifunctional team contributing towards the efficient running of the Broadway gallery café, supporting the wider gallery programme and providing information relating to exhibitions, workshops and special events. The role is fast paced and challenging, providing you with the opportunity to develop a range of customer service skills and enhance your knowledge of gallery practices. |
| **9** | **RESPONSIBILITIES*** To be the public face of the Broadway Studio & Gallery, providing visitors with exceptional levels of customer service, problem solving any difficulties or issues that arise in line with company policy and supporting management whilst maintaining a professional image at all times.
* Take pride in the Venue, proactively ensuring that all public spaces are clean, tidy and safe for customers and staff. Report any health and safety concerns, damages to premises and equipment as necessary.
* Implement the Foundation’s policies and procedures
* Work with and support the Visitor Services Manager during everyday operations and events, passing on visitor feedback, actively encouraging new ideas and contributing towards the ongoing development of the venue.
* Assume the role of fire warden in the event of an emergency evacuation.
* Adhere to the policies relating to food safety and hygiene.
* Respond effectively and promptly to all visitor enquiries and information requests, maximising the customer experience by demonstrating good customer service.
* Be an efficient user of the EPOS system selling café items and event tickets, maximising profits through good customer service.
* Comply with all legislation relating to alcohol sales and security of licensed products.
* Liaise with the manager at the venue to be fully briefed on upcoming events and rotas.
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| **10** | **DESIRABLE QUALIFICATIONS /EXPERIENCE*** Experience of working in a customer-facing role.
* Excellent communication and customer engagement skills.
* Good team player able to use their own initiative and work independently when required.
* Focussed on delivering high quality service and able to identify improvements to maximise income and improve the customer experience.

Currently holds or has the ability to achieve;* IOSH or equivalent H & S qualification.
* Level 2 Food Hygiene certificate
* Manual Handling Certificate.
* First Aid Certificate.
* Trained in the use of Evac chairs.
* Responsible alcohol awareness training.
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| **11** | **LEVELS OF AUTHORITY:****Financial: £Nil****Other: £Nil** |
| **12** | **OTHER INFORMATION:** |
|  | Working in line with corporate policies and procedures to ensure that all matters relating to health and safety are adhered to, promoted and reviewed as necessary. |
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|  | Maintaining the culture and values of the business, providing ethical working practices that support corporate policies and procedures relating to bribery and corruption. |
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|  | The Heritage Foundations is committed to providing a working environment in which everyone feels respected and valued and able to contribute to its success in an environment free from discrimination, harassment and bullying. |
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|  | The above job description is not necessarily a finite one and does not prevent the employee receiving work outside the job description form time to time. |
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**Signed by Line Manager …………………………………………………………..**

**Signed by Employee…………………………………………………………………**

**Date of Review ………………………………………..**