Cumberland Council

Post Specification

Date	**June 2023**
Post Group Number	**7900**
Post Title	**Visitor Host**
Job Family	**Customer Engagement**
Job Family Role Profile	**CE5**
Final Grade	**5**

To be read in conjunction with the job family role profile

Service Area description

Location: The Beacon Museum, West Strand, Whitehaven

Responsible To: Visitor Services Manager

Main Purpose

To provide visitor services to the required standard of efficiency and visitor enjoyment within The Beacon.

Key job specific accountabilities

1. To receive and welcome visitors to The Beacon and provide assistance during their visit.
2. To promote services, sell tickets, take advance bookings face to face, over the telephone or online via booking platform and assist where necessary.
3. To promote and sell merchandise.
4. To be responsible for cash handling and daily reconciliation.
5. To engage and enable visitors to achieve fullest possible enjoyment from the facility while maintaining a safe, secure and clean environment.
6. To work within the rota system to provide for all visitor services requirements.
7. To work on projects which may be exhibition, museum collection or education related.
8. To undertake any other duties that may be responsibly requested by a senior officer and are commensurate with the grade of the post.
9. To provide visitor services to the required standards of customer care and visitor enjoyment.
10. To ensure the necessary Health & Safety regulations and policies are carried out with regard to the public and colleagues.
11. To comply with The Beacon Standard Operating Procedures.
12. To actively assist in the identification and introduction of new systems and techniques to improve the way that the Council works and to generate efficiencies.

13. To be involved, as appropriate, in the event of emergency situations occurring within the Borough.
14. To work as part of an events hosting team- offering corporate hospitality within the museum and the Portal and facilitating the smooth running of a hire venue, this may include evening and weekend work.
15. To have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. Employees must co-operate with employers and co-workers to help everyone meet their legal requirements.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	This job involves some direct responsibility for financial resources. The work involves : a handling of cash, cheques, invoices or equivalent or; b accounting for considerable sums of money, where care, accuracy and security are important and; c being accountable for small expenditures from an agreed budget or equivalent income.
Staff Management Responsibilities	None
Other	Must be able to work flexible hours to ensure smooth operation of the building. Hours of work: Will vary according to operational and rota needs. Postholder will be required to work some evenings, weekends, Bank Holidays, Christmas (excluding Christmas Day), New Year and Easter. The postholder will be required to dress in corporate wear that will be provided. The postholder is required to obtain a working knowledge of The Beacon Museum and the services provided. The postholder must become familiar with the town and the area in order to provide an information service to visitors. The postholder must be prepared to undertake any necessary training to improve the service provided to visitors. The postholder will be required to work without direct supervision.

Essential Criteria - Qualifications, knowledge, experience and expertise

Criteria	Essential	Desirable
Education and Qualifications	Good standard of education.	European Computer Driving Licence qualification.
Knowledge and experience	At least 2 years of working in a busy customer focused environment.	Basic knowledge of the Whitehaven and Copeland area. Prior knowledge and interest in

		local heritage sites and the heritage of the area.	
Job related skills	Must be able to deal with the public in a professional and courteous manner. IT literate (Microsoft Office). Must be able to communicate effectively with members of the public in both formal and informal situations.	Experience at working to plan and deliver public events and activities for all ages. Experience of speaking to the public in a clear presentational style.	

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
  - DBS Basic Check

Job working circumstances

Emotional Demands	
Physical Demands	
Working Conditions	

Other Factors

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