



York Civic Trust

Role Profile

Title: Visitor Engagement Officer

Location: Fairfax House, Castlegate, York, YO1 9RN

Accounts to: Curator

Hours of work: Standard working hours (including a 30-minute paid break per day):
09:30 – 17:15 with the exception of Sundays 10:00 – 16:30

We are advertising for two roles to cover six working days (Sunday to Friday) we are flexible on the days worked by each role but we are suggesting:

- Role 1 (22 hours): Sun (10:00 – 16:30)/Mon (09:30 – 17:15)/Tues (09:30 – 17:15)
- Role 2 (23.25 hours): Wed (09:30–17:15)/Thurs (09:30 – 17:15)/Fri (09:30 – 17:15)

Some additional hours may be required to be worked as paid overtime in agreement with the role's line manager.

Salary: £12.87 per hour

Duration: Permanent

Notice period: One month's notice on either side

Pension: York Civic Trust operates an auto-enrolment pension scheme for qualifying employees

Annual Leave: 20 days plus 8 public holidays (pro rata)

Line Management: Nil

Key Relationships (Internal):

- Volunteer Coordinator & Front of House Officer
- Curator
- Collections Manager and Assistant Curator
- Visitor Experience Assistants
- Volunteers

Key Relationships (External)

- Visitors to Fairfax House

ABOUT YORK CIVIC TRUST

York Civic Trust, a Registered Charity, is a membership organization that celebrates the heritage of York and how it can be used to inform and shape the development of the city.

We operate an Accredited museum at Fairfax House, Castlegate, York. This award-winning Georgian townhouse, opened to the public in 1984 following a significant conservation and restoration programme undertaken by the Civic Trust. The museum is the principal public face of the Trust alongside our 150 'blue' plaques around the city.

We organize a long-running programme of events and activities open to members and the wider public provides opportunities to gain a greater understanding of the city and its surroundings, and of conservation issues.

The organization is committed to creating opportunities for York residents and its visitors to engage with and participate in celebrating, valuing and raising awareness of the city's heritage in its many and diverse forms. Fairfax House through its annual programme of interpretation

For more information about York Civic Trust visit www.yorkcivictrust.co.uk and Fairfax House visit www.fairfaxhouse.co.uk.

ROLE SUMMARY

York Civic Trust through its museum, shop and membership engages a wide range of audiences as members, visitors and volunteers. This role will be responsible for welcoming visitors to Fairfax House and York Civic Trust often as the first point of contact as well as undertaking general retail activities within the museum shop.

The role will process visitor admissions and retail sales, supervise the museum shop during hours of opening and act as the point of contact for telephone enquiries for the museum and the Civic Trust offices which are based on the second floor.

The role will be a key holder for the museum and on a rota basis act as a duty manager-opening and closing of the shop and museum.

ABOUT YOU: What you will bring to the role

We are looking for someone with high levels of customer service and high standards of presentation to deliver exceptional experiences for our visitors and customers.

You will bring a people-focused attitude to your work. You will be creative with a flair for engagement. You will be able to deliver strong audience-focused experiences. You will be commercially-minded with customer service at the heart of what you aim to achieve.

You will be thorough in your approach and have a desire to be organized, solve problems and be creative. You will be able to work independently and as part of a team.

KEY RESPONSIBILITIES:

This role will contribute to the provision of a focussed, welcoming and people-centred Fairfax House and shop. You will support the business by:

- Delivering the front of house and commercial activities of Fairfax House
- Welcoming visitors, volunteers and guests to Fairfax House and York Civic Trust
- Ensuring that the museum shop is merchandised and displayed to high standards
- Undertaking customer retail point of sale operations and sales
- Answering visitor, public and volunteer enquiries either in person, email or by telephone
- Ensuring and maintaining that all processes, paperwork and procedures are compliant with best practice and relevant legislation
- Cash Handling and check floats at the beginning and end of each day to ensure accuracy of daily takings and weekly cash reconciliation.
- Ensure every opportunity is taken to increase sales, convert visitors to customers, and ensure high levels of customer service are provided.
- Effectively promote Gift Aid achieving targets for Gift Aid recovered on admissions.
- Ensure you have a good knowledge of the York Civic Trust and the property to provide accurate and positive information to all our visitors and allow the active promotion of Membership
- Act as a keyholder and on a rota basis Duty Manager – opening and closing the museum

OTHER DUTIES AND REQUIREMENTS

The Visitor Engagement Officer role will:

- Develop a good knowledge and genuine interest in the property and its collections.
- Collections cleaning (Friday and Sunday)
- Deliver a consistently high level of customer service so that our customer's expectations are exceeded.
- Undertake any other duties that may be reasonably requested by your line managers.
- Attend staff meetings and any training courses as required to meet the requirements of the post.

What we are looking for in a Visitor Engagement Officer ... Experience	Essential/Desirable
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Proven Experience of delivering front of house activities within a heritage or cultural institution.	E
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Demonstrable Experience of working with volunteers	E
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Demonstrable cash handling experience	E
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Proven experience of key holding and opening and locking up of a museum/commercial operation	E
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