

Job Description

Job Title: **Visitor Services Assistant**

Salary: Experience and age dependent

Contract: Zero-hour contracts available.

Hours: Weekdays and weekends, Bank Holidays, School Holidays and evening working will be required as part of a shared rota

Location: The Story Museum, 42 Pembroke Street, Oxford OX1 1BP

Reporting to: Hospitality & Events Manager, Visitor Services Supervisor (Café)
Visitor Services Managers

Working with: Business Development & Venue Hire Manager, Story Guides & volunteers.

Main purpose of the role

- To provide a good-natured and informative front of house presence selling tickets, books and merchandise.
- To provide an efficient high quality food and beverage service in a friendly manner to members of the public and visitors to the Museum.
- To support all Museum operations and commercial initiatives that are introduced.

Main responsibilities and duties

Museum café & bar

- Make great coffee products using the commercial coffee grinder and machine, and produce other hot drinks such as teas and hot chocolates.
- Serve and upsell other drinks, food products and freshly prepared food.
- Prepare hot and cold food for display and sale eg sandwiches, soups, salads.
- Clear the crockery to the kitchen, wash up or stack the dishwasher and put away clean crockery, cutlery and equipment.
- Display, or close down, the daily food offer and equipment as planned and as appropriate to the shifts worked.
- Process sales through the till or tablet as necessary, taking money and issuing change.
- Keep areas used for food & beverage service clean and tidy eg café, courtyard, bar.
- Monitor stock levels and report to Café Supervisor.
- Work quickly and confidently, and follow instructions efficiently.
- Develop a good knowledge of the products on offer to help customers make decisions and advise them on ingredients and issue allergen advice as necessary.
- Understand the need for, and help to maintain, excellent hygiene procedures. Ensure all food hygiene and health and safety procedures are followed.
- Ensure that alcohol is sold according to the Licensing Act 2003 and uphold the Think 25 policy.

Museum shop, tickets and information

- Respond to face-to-face and telephone enquiries.
- Keep up-to-date to with opening hours, exhibition content and scheduled events and activities.
- Be prepared to answer questions about programme content and age suitability.
- Take bookings for current and future events using computerised box office system.
- Ensure that product displays are restocked and attractively displayed
- Learn about story related products on sale and promote sales by making appropriate suggestions to visitors.
- Keep the shop clean, tidy and welcoming.
- Receive deliveries on behalf of the organisation.
- Welcome visitors booked to see other members of staff and notify the office of their arrival.

General

- Attend the regular (paid) training sessions and team meetings even when outside of the normal shift pattern to support personal knowledge & development.
- Support data collection via Spektrix and surveys such as travel and Illuminate.
- Reconcile the till at the end of the day under supervision of Café Supervisor or Visitor Services Manager.
- Work proactively alongside other members of the team and volunteers, including reporting observations to the line manager.
- Act as a fire marshal ensuring correct safety procedures are followed
- To proactively engage with The Story Museum's values and organisational objectives.
- To adhere to procedures, and actively contribute to all Museum policies, including Equalities (diversity, access and equal opportunities), Safeguarding, Environmental and Health & Safety; and those required for Museum Accreditation.
- Maintain high levels of personal hygiene and a professional appearance; keep the uniforms provided clean and in good order.
- Be proactive in all areas of the café and shop operations and contribute to meetings about the progress and development of the offer and customer service.
- This job description is a guide to the nature of the work required and is not wholly comprehensive or restrictive.
- This job description may be reviewed and/or amended to incorporate the needs of the visitors and the Story Museum.

Who we are looking for

You don't need to have previous experience of working in a shop or café (although it would certainly help!). Most of our Team started with a willingness to learn, a little bit of confidence and a smile.

You must be able to work on weekends, bank holidays, school holidays and evenings and on a rota and in return we can offer contracts of varying hours, a competitive salary and a fun place to work.

Ideally you'll be available to start quickly but we are happy to wait for the right applicant.

Attitudes & Behaviours	Friendly and engaging with a desire to deliver a high quality customer service to visitors.	E
	<i>Brave & resourceful</i>	
	Able to respond calmly and proactively even when working under pressure	E
	Have a positive attitude and an interest in learning new skills.	E
	<i>Seriously playful</i>	
	Wants to work in a café and shop environment.	E
Skills & Knowledge	Conscientious and accurate.	E
	Interest and commitment to the goals of The Story Museum and willingness to learn about the range of activities and events on offer.	E
	Skills & Knowledge	
	Previous experience of using a professional coffee machine/barista experience.	D
	<i>Always learning & growing</i>	
	Experience of preparing and presenting food in a commercial environment.	D
Roles & Relationships	Knowledge of food hygiene.	D
	Experience of providing customer service in a venue, shop or restaurant.	D
	Functional maths and written English.	E
	Confidence to use digital technology including tills, touchscreens, radios, websites	E
	Must be a team player and also be able to work independently without supervision.	E
<i>Warm welcome and satisfied goodbye</i>	Must be available to work on Saturdays and/or Sundays as well as availability on Bank Holidays.	E
	Availability to work extra shifts during school holidays and occasional evenings.	E