

LINCS INSPIRE LIMITED
THE HUB, SLEAFORD
JOB DESCRIPTION

Job Title:	Visitor Experience Assistant
Accountable to:	Visitor Experience Manager
Grade:	PG3 £18,792 per annum 35 hours per week Fixed term contract for 12 months & Casual positions

1. Overall Purpose of the Role:

To provide the first line of customer service to all visitors to the Hub, ensuring excellent and efficient customer & visitor service, alongside providing knowledgeable information on the exhibitions and wider programmes to increase visitor frequency.

2. Responsibilities:

- Be the first point of contact for all visitors and enquiries. Provide an exceptionally high-quality customer service to enrich the visitor experience at the Hub, ensuring that both the Galleries & Shop, and members of the public always remain safe..
- Provide programme/product knowledge to support customer & visitor enjoyment of the exhibitions, events, and retail opportunities.
- Proactively seek out opportunities to talk and engage with visitors, sharing your own knowledge, enthusiasm and passion for the wider creative programme and upsell the programme where appropriate.
- Carry out audience surveys & evaluation and actively encourage visitors to share their feedback and comments on their experience.
- Respond to routine queries promptly, forwarding more complex enquiries to the Visitor Experience Manager.
- Share knowledge with colleagues and support team members to fully understand procedures, expectations, and best practice.
- Support Visitor Experience Manager / Duty Manager to open and close the building and its public spaces including the Galleries and Shop.
- Ensure the Galleries and Shop are always clean and well presented; that all exhibits and products are condition checked and secure; that all equipment is

safe and in working order; and that all promotional marketing material is well stocked, as directed by the Visitor Experience Manager.

- Have a visible and welcoming presence in the centre's gallery spaces and reception, providing customer information and guidance relevant to the exhibitions/events programme, as directed by the Visitor Experience Manager.
- Assist the team in the delivery of the Hub's exhibition programme including assisting with researching and developing upcoming exhibitions and events, as instructed by the Programme Manager.
- Support the Visitor Experience Manager with all general administrative duties involved in the delivery of events/activities and exhibitions.
- Assist the team in the delivery of the Hub's physical and online retail programmes, as instructed by the Visitor Experience Manager. Maintain booking systems for all events liaising with the wider team to update on performance.
- Maintain up to date and good knowledge of Hub fire, safety and evacuation procedures and facilitate a safe evacuation in the event of an emergency, as directed by operational management.
- Ensure the health and safety and comfort of all visitors and report any arising issues to the Visitor Experience Manager/ Duty Manager immediately.
- Accurate cash handling including the handling of customer payments, both cash and credit/debit cards. Daily cashing up in accordance with company finance systems and procedures, as directed by the Visitor Experience Manager. Daily takings will be in the region of c. £200-500.
- Any other duties consistent with the role and as required by the Visitor Experience Manager.

3. Accountabilities:

3.1. Delivering Results:

- Ensure good relationships are developed with customers, supporting continued business development and a positive company reputation.
- Post holder is always representing the Hub and Lincs Inspire and as such should portray a smart, positive, and professional approach.
- All public exhibitions, events, and retail activities are programmed in advance and their timely delivery is essential.
- Actively promote and upsell exhibitions, events, and retail to visitors, encouraging increased secondary spend and dwell time.

3.2. Managing Resources:

- Be responsible for the handling of cash, under supervision of operational management, this may range from £200-500.

3.3. Compliance with Statutory Regulations

- Fully understand and apply all relevant operational procedures and standards as directed by the Visitor Experience Manager.
- Ensure all equalities, health and safety, and safeguarding policies and procedures are adhered to.
- Ensure all personal data collected is processed and stored in accordance with the policies comprising the company's Information Governance Framework and Data protection legislation.

4. Contacts and Communications

- Frequent customer and visitor contact is required to establish an excellent first impression for the Centre and to support the company's future business development.
- The post holder will be required to communicate with customers and visitors about Hub services including, exhibitions, events, and activities.
- Frequent contact with the Hub team and external suppliers, artists, technicians and freelancers are required.
- Some use of the Hub's social media is required. Advice and guidance on use is available from the Marketing team.
- The post holder will also respond to routine customer enquiries relating to an event or service. All complex or contentious enquiries will be handled by the venue's Duty Manager or Visitor Experience Manager.

5. Decision Making – Planning, Creativity and Innovation:

5.1. Decision Making -Planning

- Adherence to all programming is essential, as set by the Programme Manager and Visitor Experience Manager.
- The postholder will be required to assist the programme team with the planning and coordination of exhibitions/events, and in accordance with an agreed Event Plan.

5.2. Decision Making - Creativity and Innovation

- High standards of presentation and assistance are essential to ensuring a positive customer & visitor experience.
- Flexibility and the ability to adapt to changing customer & visitor requests will also support a positive experience.
- Creativity & innovation required to assist with the development of future exhibitions, activities & events.

5.3. Decision Making – Discretion

- The post holder will work within defined delivery guidelines and legislation as directed by the Visitor Experience Manager. However, from time to time swift responses to routine customer requirements may be needed. Advice and guidance will be available at all times.

5.4. Decision Making – Consequences

- The post holder will work as part of a team to ensure a positive and well informed customer experience.
- Advice and guidance is readily available from the venue's Operational management and therefore any effect of a decision is likely to be short term, readily identified and remedied with minor impact.

6. Working Environment:

6.1 Work Demands

- The post holder will work to a programme of set tasks as part of a structured work programme.
- Work may be subject to change as a result of cancellations or amendments to programmes of activity.

6.2. Physical Demands

- Post Holder is based in a front of house environment, requiring periods of sitting, standing, lifting and carrying.
- Presentation and tidiness of galleries and retail area is essential to ensure the best visitor experience.
- Periods of changeover do require some physical exertion including working at height, use of tools and audio-visual equipment. (For which training will be provided).

6.3. Working Conditions

- Majority of exhibitions, events and activities are delivered within the Hub or surrounding area.
- Occasional special external events may take place in partner facilities or as part of a wider countywide/ national events.

6.4. Work Context

- The post holder will work as part of a team on a rota basis covering 7 days per week.
- Flexibility in work patterns is essential as some evening work is required
- The Hub and its services operate 7 days per week, including bank holidays which can often be busy times for events.

7. Knowledge and Skills	Essential or Desirable	Assessment Method (Application/ Interview)
Demonstrates a track record or undertaking work of a similar nature and gaining experience in:		
Retail and Front of House environments	E	A/I
Customer service /Visitor Information services	E	A/I
Gallery/Museum/Arts and Crafts environments	D	A/I
Demonstrates a knowledge of:		
Safeguarding Children and Adults policies and procedures	D	A/I
Health and safety regulations and Environmental Health standards and compliance	E	A/I
Evidence the following skills and abilities:		
Customer service skills	E	A/I
Presentation and interpersonal skills	E	A/I
Cash handling and use of tills/credit and debit card facilities	E	A/I
ICT skills including spreadsheets and data collation	E	A/I
Education and qualifications:		
Minimum Maths and English to GCSE or equivalent standard	E	A
First Aid Qualification	D	A
Customer service training	D	A
Safeguarding Children preferably LSCB Level 1	D	A

Art Handling	D	A
Work at Height – training to be provided	D	A
Manual Handling – training to be provided	E	A
Working arrangements:		
Requirement to work flexibly to support event and activity timetabling	E	A/I

Version 4 June 2021