



**CORINIUM
MUSEUM**

DISCOVER
ARCHAEOLOGY

JOB DESCRIPTION

Title:	Museum/VIC Customer Adviser
Responsible to:	Visitor Operations Manager
Hourly Rate	National Minimum Wage
Hours	One weekend in three 1 st April-31 st October, Saturday 9.30 - 5.15, Sunday 1.30 - 5.15 1 st November-31 st March, Saturday 9.30 - 4.15, Sunday 1.30 -4.15 Equates to a 6hr a week contract
Main purposes of post:	To deliver excellent customer service to visitors to the Corinium Museum and provide a comprehensive tourist information service to visitors to the Cirencester Visitor Information Centre
Main activities:	<ul style="list-style-type: none">- To welcome visitors to the Museum with a friendly, helpful and positive manner- To handle payments efficiently and correctly account for all income and complete paperwork as per Museum procedures.- To assisting in meeting income targets by actively selling and admission, memberships, tickets and retail items and ensuring information is recorded accurately- To deliver an excellent visitor information service by providing information and selling tourism products to visitors- To act as the museum's first point of contact providing general information to visitors by answering the telephone, sorting the post and replying to emails where appropriate- To provide accommodation information and facilitate bookings.- To provide transport information, travel itineraries and sell coach tickets.- To keep the welcome desk and shop clean and tidy and restock goods and literature as required- To carry out other duties as may be allocated from time to time by the Director of the Museum or Visitor Operations Manager.- To undertake training relevant to the post as required.
Other activities:	<ul style="list-style-type: none">- To assist in marketing the Corinium Museum and activities in the museum to visitors- To carry out administrative duties as required- To carry out, with other staff, periodic stock checks.

PERSON SPECIFICATION
MUSEUM/VIC CUSTOMER ADVISER

Requirements	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSE passes or equivalent to include mathematics	Essential	Certificates/Application
Experience		
Experience in a customer service environment	Essential	Application/interview
Experience/background in a retail environment and handling cash	Essential	Application/interview
Experience dealing with people of all ages and backgrounds	Essential	Interview/references
Experience of working in as a reliable member of a team	Essential	Interview/references
Experience/background in a Museum or Visitor Information Centre environment	Desirable	Application/interview
Experience of marketing/promotion	Desirable	Application/interview
Skills		
High level of IT skills - MS Office	Essential	Application/ interview
Excellent written and oral communication skills	Essential	Application/ interview
Ability to work under pressure/ multi-task	Essential	Application/interview
Other		
Enthusiastic and positive approach to the workplace	Essential	Interview/reference
Friendly, approachable and helpful manner	Essential	Interview
Flexible attitude to work	Essential	Interview
Ability to be calm in pressurised situations	Essential	Interview/references
Good listening and questioning skills	Essential	Interview
Ability to record and deal with data accurately and effectively	Essential	Application/Interview
Proactive/self motivated at work	Desirable	Interview/references
Interest in History/Archaeology	Desirable	Interview
Knowledge of local area	Desirable	Interview
Willingness to learn	Desirable	Interview