

Job Title:	Visitor Services Assistant
Reference No:	
Reports to:	Visitor Services Manager
Grade:	B
Working Hours:	15 hours per week (2 days)
Faculty / Service:	Arts, Design and Media
Location:	National Glass Centre (NGC), St Peter's Campus
Main Purpose of Role:	To deliver a professional customer focussed service to all National Glass Centre visitors, customers and guests. Up-selling the full offer of services/events and products available at National Glass Centre. Providing effective administrative support, so as to assist in the delivery of day to day operational services.
Key Tasks and Responsibilities:	<ul style="list-style-type: none"> • To create and foster a truly customer focussed environment at National Glass Centre and provide a warm welcome to visitors and all building users. • Increase visitor donations to National Glass Centre by confidently 'asking' visitors in an appropriate way. • Working as part of the Visitor Services Team, providing accurate and up to date information and advice to customers promoting the variety of services offered by NGC. Proactively resolving any difficulties or concerns. • Deliver the highest standards of customer service when dealing with all enquiries, either on the telephone, in person or by email. Dealing with customer complaints in an effective manner. • Collating customer feedback • Deliver effective visitor services duties for the NGC, providing a comprehensive information service. Ensuring the visitor services area is well maintained and all information points around the building are kept replenished and tidy. • Handle efficiently and accurately the operation of all Visitor Services activities, including event, workshop and adult course bookings. Completing all associated administration accurately. • Promote the services offered by the NGC, either via provision of tours, selling of workshops and events. Also encouraging visitors' engagement in the NGC offer or updating and distributing marketing literature.

	<ul style="list-style-type: none"> • Assist in the continuous improvement of customer service, systems and processes by reviewing and suggesting revisions to existing working practice. • Take payment for course workshops, studio sales, restaurant events etc. in an accurate manner and in accordance with University processes and procedures. Performing cashing up procedures accordingly. • Accurately record data and complete administration tasks relating to bookings, payments, visitor numbers, questionnaires and feedback forms . • Administer ‘friends’ memberships and customer database. • Provide a flexible administrative support service to other departments within the NGC, as required. • Provide cover for other departments as appropriate. • Undertake the role of Fire Warden and attend refresher training as required.
Special Circumstances:	A flexible approach to work is required. National Glass Centre is open 7 days a week.

<p>Part 2A</p> <p>Qualifications and Professional Memberships:</p> <p>Experience:</p> <p>Key Knowledge and Expertise:</p>	<p>Essential:</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none"> • Educated to GCSE grade C level or equivalent. <p>Experience:</p> <ul style="list-style-type: none"> • Demonstrable experience of working within a customer service focussed environment, providing a warm welcome to customers. • Proven experience of working within a similar role requiring the use of excellent planning and organising, initiative and problem solving skills. • Demonstrable experience of working within a team. • Proven administration experience. <p>Key Knowledge and Expertise:</p> <ul style="list-style-type: none"> • Proven ability to deal with customer queries effectively in an accurate manner. • Demonstrable IT skills in wide variety of Microsoft Office packages.
	<p>Desirable:</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none"> • Customer care related qualification. <p>Experience</p> <ul style="list-style-type: none"> • Cash Handling <p>Knowledge and Expertise:</p> <ul style="list-style-type: none"> • A demonstrable interest in the visual arts or museums.

Part 2B Competencies	<p>Communication</p> <p>Oral Communication</p> <ul style="list-style-type: none"> • Delivery methods are chosen and tailored to aid understanding and meet the needs of others • Takes action to correct any misunderstandings or mistakes • Checks on recipient's understanding and takes action to remedy any miscommunications • Adapts style in response to feedback <p>Written Communication</p> <ul style="list-style-type: none"> • Anticipates the others' needs for information • Adjusts the level of content to suit audiences with varying levels of understanding and ability • Provides information in a suitable format so that the others' needs are met • Uses a range of different formats, chosen to the diverse needs and ensure understanding
	<p>Decision Making</p> <p>Independent Decisions</p> <ul style="list-style-type: none"> • Considers wider impact of decisions, assesses possible outcomes and their likelihood • Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors • Distinguishes between the need to make a decision, when to defer and when not to take a decision <p>Collaborative Decisions</p> <ul style="list-style-type: none"> • Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed • Enables others to contribute to decisions • Ensures that options are weighed, outcomes identified and chances of success considered • Challenges decisions, appropriately to ensure consideration and processes are robust <p>Provision of Advice</p> <ul style="list-style-type: none"> • Anticipates and highlights issues that need to be taken into account • Outlines possible impacting factors, assessing their degree of influence on the choice of options • Ensures previous learning is included
	<p>Planning and Organising Resources</p> <ul style="list-style-type: none"> • Suggests ways of improving working practice and use of resources • Creates realistic plans to achieve own deadlines and objectives • Monitors progress of self and or others so that corrective action can be taken if needed

	<p>Service Delivery</p> <ul style="list-style-type: none"> • Has accurate and up to date knowledge of services available in own and related areas of work • Correctly refers customers elsewhere • Ensures that the experience of each customer is positive and satisfactory
	<p>Team Development</p> <ul style="list-style-type: none"> • Produces material to help others learn • Recognises when a colleague needs help and provides appropriate guidance • Suggests constructively ways in which other team members could improve their performance
	<p>Teamwork & Motivation</p> <ul style="list-style-type: none"> • Helps to clarify priorities and ensure they are understood by all • Supports colleagues in need of extra help • Acknowledges the achievement of colleagues
Date Completed:	September 2023