



## Job Description

<b>Job Title:</b>	Visitor Services Assistant - Casual
<b>Reports to:</b>	Visitor Services Team Leader
<b>Directorate:</b>	Commercial
<b>Position Type:</b>	Casual
<b>Pay</b>	Hourly, Minimum wage

### Role Summary

Port Sunlight Village Trust (PSVT) operates an award-winning visitor attraction, comprising Port Sunlight Museum, the Edwardian Worker's Cottage, a programme of guided village tours, and SoapWorks, which together celebrate the social, architectural, and industrial significance of Port Sunlight.

As Visitor Services Assistant, you will help showcase Port Sunlight to all visitors. You will meet and greet group, independent and school visitors, creating a safe, welcoming, and friendly environment for learning, discovery, and enjoyment. You will process all ticket and gift shop transactions and encourage Gift Aid and other types of donations to maximise income. Overall, you will ensure high standards of customer service are maintained at all times.

Our attractions currently open to the public Wednesday – Sunday, 10.00am – 17.00. These hours are subject to change. Group and school bookings sometimes fall on Mondays and Tuesdays.

### Key Accountabilities

1. Process all ticket and retail sales through the EPOS system and check in pre-purchased tickets via the online ticketing hub.
2. Upsell shop items, attraction tickets, guided tours, and Gift Aid, and increase spend per visitor.
3. Meet retail targets, monitor stock levels, and replenish stock.
4. Create a friendly and welcoming arrival for all visitors. Conduct a 'Meet and Greet' welcome to coach groups and schools, ensuring their visit to Port Sunlight runs smoothly.
5. Ensure high standards of customer service and presentation at all times, including the cleanliness and maintenance of the shop, museum, visitor facilities and orientation spaces. Reporting problems and broken exhibits and equipment as soon as possible.
6. Work with the Visitor Services Team to create fun, engaging and inspiring visual merchandising displays.
7. Record weekly and monthly visitor and financial data as part of performance management procedures.
8. Attend performance meetings, staff briefings, and take an active role in the success and development of the Visitor Services Team
9. Respond to customer enquiries and requests for help and information with a positive and can-do attitude.

10. Work alongside volunteers, being their point of contact and guide when on duty.
11. When handling cash, ensure PSVTs cash handling procedures are always adhered to.
12. Report all visitor accidents in line with PSVT's procedures.
13. On occasion, staff the pop-up Gift Shop at events and other village venues.
14. Carry out duties in a manner that always reflects PSVT's values.
15. Undertake any further duties determined as reasonable and necessary in the fulfilment of the role.

## Person Specification

### Essential

- Experience of working in a retail and/or visitor services role Be a people person, with excellent communication skills.
- Experience operating tills and cash handling.
- Able to work independently but also enjoy working as part of a team.
- Proactive in your approach to maximising income opportunities

### Desirable

- Experience of working in an attraction, museum or art gallery setting.
- Demonstrable IT skills and the knowledge of databases would be helpful and/or a willingness to learn.
- Able to stay calm under pressure and demonstrate resilience.
- Knowledge and/or interest of Port Sunlight's history and significance

All PSVT staff must meet the following Core Competencies:

**Customer Focus** Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

**Teamwork** Works collaboratively across the organisation to achieve PSVT's goals and objectives.

**Making things happen** Has a can – do attitude to the role and identifies solutions to maximise performance in a timely manner.

**Role Model** Represents PSVT at all times, and acts in manner that is professional, courteous, and helpful.

All staff must also adhere to PSVT's values:

- **Integrity:** You can trust us to do what we say
- **Respect:** We value diversity and treat everyone fairly
- **Knowledge:** We are always learning and improving
- **Passion:** We really care about both the past and future of Port Sunlight
- **Creativity:** We are problem-solvers and openly share our ideas through partnership working
- **Participation:** We put the community at the heart of everything we do

## Our commitment to you

PSVT is committed to ensuring that our recruitment processes for both paid and voluntary positions are equitable and accessible. If you need additional support or guidance with your application, please do get in touch with us.

Individuals are encouraged to apply for all positions regardless of age, disability, sex,

gender reassignment, sexual orientation, offending background, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships.

We will make all reasonable adjustments to enable individuals to carry out their roles effectively.

<b>Standard Checks (as applicable to role)</b>	
<b>Right to Work in UK</b>	
<b>DBS (Standard CRB Check)</b>	
<b>DVLA</b>	
<b>Qualification</b>	
<b>Employment History / References</b>	

<b>Reviewed by:</b>		<b>Approved By:</b>	
<b>Employee Signature</b>		<b>Date:</b>	