



## Job Description

<b>Job Title:</b>	<b>Visitor Facilitator</b>
Reports to:	Front of House & Marketing Manager
Salary:	£12.91ph (plus time-and-a-half on Bank Holidays)
Hours Worked:	Flexible/Casual: as and when required

Clifton Suspension Bridge Museum tells the story of the history and maintenance of the bridge, delivering a programme of tours, workshops and events that help visitors engage with its past.

You'll be the face of the Clifton Suspension Bridge Museum, delivering an exceptional welcome to every visitor. Assisting with the smooth running of the museum with a particular focus on the effective running of the Welcome Desk and shop, you'll help to deliver our growing tours programme. The role includes key-holding responsibilities as well as working with and supporting volunteers.

You'll work on a rota basis (up to three days per week), with a six-week paid trial period. The museum is open from Monday to Sunday and shifts will cover the core opening hours of 9:30-17:30 (including a 30-minute unpaid lunch break). Occasional evening support is required during the high season (April – October).

We are looking for responsible, reliable and confident individuals who can respond quickly to changing situations and communicate to a variety of audiences and age groups with enthusiasm and passion. Full training will be provided.

### Job Responsibilities

1. Provide an exceptional welcome to every visitor:
  - Deal with visitor and telephone enquiries and comments in a professional, competent and efficient manner, passing any relevant enquiries to the FOH & Marketing Manager.
  - Maintain up-to-date knowledge of activities across the Clifton Suspension Bridge Quarter (such as tours, maintenance, closures and events), and in the wider community to provide a knowledgeable service to all visitors.
2. Work closely with volunteers:
  - Be the first point of contact for Front of House volunteers.
  - Ensure that volunteers are welcomed and briefed on the day ahead.

- Support volunteers in delivering a friendly welcome to all visitors to the museum and assisting volunteers on duty.
3. Maximise visitor generated income:
- Promote the charitable objectives of the Clifton Suspension Bridge Trust & Museum and confidently encourage visitor donations and Gift Aid as part of the visitor welcome.
  - Process the sale of shop merchandise and tour tickets in accordance with Clifton Suspension Bridge Museum systems and procedures, promoting the sale of guidebooks.
  - Undertake light cleaning and visual merchandising in the shop, such as dusting, re-stocking shelves, barcoding products and keeping displays tidy.
  - Check, sign for and accept deliveries, giving all delivery notes to the FOH & Marketing Manager and putting stock out/away where necessary.
4. Support wider museum operations:
- Unlock and lock the museum, including deactivating and activating the intruder alarm, where required.
  - Prepare the museum to open and close at the end of the day, including turning on and off the displays.
  - Cash up at the end of the day, as required.
  - Survey visitors using our Museum Audience survey.
5. Deliver tours to a range of audiences:
- Lead and deliver tours for public and private adult groups.
  - Meet groups on arrival and manage the time of those visiting the bridge.
  - Take responsibility for the health and safety of groups undertaking Underground Vault Experiences.
  - Capture performance/information through evaluation forms.

Any other duties as reasonably required.

## **Job Skills & Qualifications**

### **Required**

- Excellent oral communication skills, with the ability to adapt delivery style to meet audience needs.
- Interest in Heritage and Museums.
- Ability to work effectively as part of a team as well as make decisions independently.
- Reliable and approachable with good organisational and timekeeping skills.
- Flexibility around working hours.

### **Preferred**

- Experience delivering tours.
- Experience working alongside volunteers.
- Experience working in an arts or heritage venue.
- Experience with cash handling and keyholding, including opening and closing.