

Job Title: **Visitor Services Assistant – Front of House**

Hours:	Variable hours per week
Reporting to:	Visitor Services Coordinator
Important internal relationships:	Visitor Services Supervisors
Important external relationships:	Visitors, members of the public around the wider museum site
Salary:	£7.72 - £8.91 per hour (depending on age)

Summary of the job:

Promoting PK Porthcurno by providing exceptional customer service within the Front of House area. This includes working at the admissions desk and in the shop and Reception, and throughout the public areas of the museum.

This is a part-time role and working days and hours will vary depending on the level of demand. Work is allocated by rota, on a rolling 4-week basis.

Duties and responsibilities will include:

- Welcoming visitors to the museum, selling tickets and guide books, promoting Gift Aid donations, and offering introductory and orientation information.
- Opening and closing the museum and exhibition areas, and setting out and removing external signage at the start and end of the day.
- Presenting talks and demonstrations to visitors.
- Serving in the museum shop, answering customer enquiries and restocking as required.
- Staffing the museum information point, and providing museum information and valley orientation to members of the public outside the museum.
- Ensuring that all public areas are clean, well displayed and fully functioning throughout the day.
- Ad hoc duties as requested by the Visitor Services Coordinator or Visitor Services Supervisors.

Essential attributes:

- Excellent customer service skills.
- A positive approach and 'can-do' attitude.
- The confidence to deliver talks and demonstrations to members of the public in groups of varying sizes (training in the subject matter will be provided).
- The ability to work efficiently in a busy environment.
- The ability to pick up clerical procedures, including the use of computers and till systems.
- The ability to work well as part of a team.
- A commitment to the environmental aims and aspirations of PK Porthcurno.
- PK Porthcurno is located in a very rural location with no public transport links so staff must ensure they are able to get to and from work.

Desirable attributes:

- Previous experience of a customer service role, ideally in a tourism environment.
- Experience of cash handling.
- A First Aid at Work qualification.
- Disability awareness qualification.