



Visitor Services Assistant

Reports to: Head of Commercial & Visitor Services

Direct reports: 0

Contract: Permanent

Hours: Part time, variable hours

Holidays: 25 days per annum plus bank holidays (pro-rated)

Based at: PK Porthcurno, Eastern House, Porthcurno, Cornwall TR19 6JX

Important internal relationships: Shift Leaders, Head of Collections & Engagement, Head of Commercial & Visitor Services, Head of Site Operations & Facilities, other Visitor Services Assistants

Important external relationships: Visitors, members of the public around the wider museum site

Job scope

The Visitor Services Assistants work across the visitor-facing areas of the museum site. This includes the museum reception desk, café and outdoor mobile catering unit located in the museum car park. Although VSAs may be expected to work across these various locations, they will usually be primarily deployed in either reception or the café, although the ability to be flexible in this will be desirable.

The VSAs main purpose is to act as a first point of contact, whether in person or by phone, and to promote PK Porthcurno by providing exceptional visitor services support across all areas of the museum. This applies to all visitor-facing transactions, including selling admission tickets to the museum, serving customers in the museum gift shop, or providing café users with high-quality coffee and food.

The Visitor Services Assistant is a permanent part-time position. Working days and hours will be as agreed on appointment but will vary seasonally. Work is allocated by rota, provided 2 weeks in advance.

VSA responsibilities will primarily relate to either the Front of House or Café aspects of the role:

Responsibilities (Front of House)

- Setting up tills at the start of the day and cashing up at closing time
- Ensuring that the public areas are safe and addressing or flagging any issues immediately
- Opening and closing the museum and exhibition areas and setting out and removing external signage at the start and end of the day.
- Welcoming visitors to the museum, selling tickets and guidebooks, promoting Gift Aid donations, and offering introductory and orientation information



- Ensuring that all public areas are clean, well displayed and fully functioning throughout the day, correcting any problems as they arise or escalating as appropriate
- Acting as the first point of contact for customer enquiries and complaints
- Answering the telephone and forwarding/noting messages as appropriate
- Answering and responding to emails coming to the FOH@ email address
- Serving in the museum shop, answering customer enquiries and restocking as required
- Presenting talks and demonstrations to visitors as required
- Ad hoc duties as requested by the Visitor Services Manager
- Greeting visitors on arrival, acting as a filter to ensure people know where they are going within the museum site, and acting as a general information point

Responsibilities (Café)

- Taking orders for food and drinks
- Undertaking the preparation of food
- Assisting in the smooth running of the kitchen, including completing logs, stock rotation and monitoring wastage
- Serving in the café, including till work
- Making hot drinks, including use of commercial coffee machine
- Ensuring that all public areas are clean, well displayed and fully functioning throughout the day
- Working in Koffi PK – the outdoor mobile catering unit located in the museum car park
- Ad hoc duties as requested by the Visitor Services Supervisors/Head of Commercial & Visitor Services

Person specification

- Excellent customer service skills
- A positive approach and 'can-do' attitude
- A good level of numeracy
- 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 technical ability to trouble-shoot problems, for example with the tills, interactive displays, etc. (training will be provided)
- The ability to work efficiently in a busy environment
- The ability to work well as part of a team
- A First Aid at Work qualification – or the willingness to undertake such training
- The museum is in a rural location with no public transport links so staff must ensure they are able to get to and from work
- A basic food hygiene certificate (desirable)
- Experience of working in a café / kitchen (desirable)
- A First Aid at Work qualification (desirable)
- Disability awareness qualification (desirable)



- Barista trained/experience of operating a commercial coffee machine (desirable).

Job Description Acknowledgement

I have received, reviewed, and fully understand the job description detailed above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____

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