

Visitor Experience Hosts

In 2017, The Postal Museum opened a new heritage attraction in Central London, with two experiences in one. Alongside the story of British social and communications history, we offer a subterranean ride on the old Post Office Underground Railway – Mail Rail. We bring five centuries of extraordinary communications history to life as seen through the eyes of the iconic postal service. We aim to inspire everyone to make richer and more meaningful connections in their lives through our activities at the museum and online. The Postal Museum has welcomed over 180,000 visitors in its first year and represents a significant addition to London's cultural landscape.

Based: Central London

Salary: £20,384 per annum (for full time 35 hpw) or £11,20 per hour for casual contracts

Contracts available: Casual and part time contracts available (from weekend e.g., 13 hours to 20 hours per week).

Start date: mid June 2022

Reports to: Visitor Experience Manager

Please note: The assessment centre will be held 12th of May 2022 and interviews will be held w/c 16th of May 2022 – Candidates must be available to attend the assessment centre to be considered

PURPOSE OF THE JOB

As a Host you will fulfil an important role as a member of the Visitor Experience Team working alongside Driver Operators, Team Leaders and Visitor Experience Managers to deliver a market leading visitor experience and to maximise visitor enjoyment by maintaining excellent customer service levels.

You will be proactive in approaching visitors as you will spend most of your time on your feet supporting the visitor experience. Please note that this may be for an extended period of time. The daily tasks will vary, ranging from: admissions (selling and checking tickets), retail sales, delivering engagement activities such as tours in the galleries, carrying out tunnel walks/checks before opening time and helping people onto the train, managing queues and looking after Sorted!, the family zone.

We are currently operating reduced opening hours 10:30-17:00 on a 5 day a week operation Wednesday to Sunday – Saturdays is a longer day 10:30-18:30. There may be potential to increase contracts when we revert to longer operational hours. As part of their working pattern, Hosts will be expected to work most weekends, bank holidays and early/late events per the needs of the business. Post holders will be expected to be flexible to the reactive needs of the Postal Museum and expect their shift allocations to vary. Working hours and days will be agreed in

advance with the line manager and are subject to change as required. **Shifts will be either 4 hours long (relief), a 6 or a 7.5 hours long (full day).**

As employee of The Postal Museum you will enjoy a wide range of benefits, including – but not limited to – a generous pension scheme, cycle to work scheme and interest free season ticket loan.

JOB DESCRIPTION

Key Responsibilities and Duties

CUSTOMER SERVICE AND ENGAGEMENT

- To ensure all visitors feel welcome and have an enjoyable experience at The Postal Museum; proactively ensuring the needs and expectations of all visitors are anticipated, met and exceeded.
- To promote awareness of daily events, public programming and services on offer
- To maintain the museum's standards of both personal and public presentation.
- To inspire visitors with a passion for our collections, by delivering tours & talks to accentuate the untold stories of the Museums collection.
- To engage and adapt to a diverse range of visitors, especially families one of our core audiences.

COMMERCIAL AWARENESS

- To achieve individual and team financial targets such as Gift Aid conversion, guidebooks sales, memberships sales and average transaction value (ATV).
- To support and work with Retail and other commercial teams, to fulfill the museum's strategic commercial objectives.
- To proactively upsell and seek out opportunities, in line with The Postal Museum income priorities.

HEALTH, SAFETY AND SECURITY

- To demonstrate a duty of care for visitors by ensuring that public areas are safe and accessible at all times – this includes fire evacuation and first aid responsibilities.
- To adhere to all relevant standard operating procedures and policies, as outlined in training and induction, ensuring that any faults and threats to staff, visitors and collections are reported to the relevant parties promptly.

OTHER

- To provide operational support for events, school groups, projects and programmes managed by museum colleagues.
 - To keep up to date with departmental and museum wide changes. This relies on having a basic level of computer skills in order to check work e-mails and an application for allocated shifts.
 - Any other ad hoc duties as required and agreed with the line or duty manager within level and scope of the post,
-

NB This job description reflects the requirements of The Postal Museum as of April 2021. This job description should not be taken as an exhaustive description of the role, and is rather indicative of the types of responsibility covered by this job. The Museum reserves the rights to make reasonable changes as are necessary commensurate with the nature of the post held.

PERSON SPECIFICATION

TOP ESSENTIAL CRITERIA

If you cannot provide evidence that you fully meet these criteria in answering the questions in your application, then you will not be shortlisted against the other criteria listed in the Further Essential & Desirable sections.

- Proven experience of delivering excellent customer service in a customer-facing role in a similar/comparable environment.
- Proven experience of sales, cash handling, ticketing or upselling products or services
- Ability to communicate effectively and confidently both verbally and in writing, to colleagues and groups of the general public

FURTHER ESSENTIAL CRITERIA

- An ability to understand and engage with a diverse range of customers
- Willingness to follow procedures in order to uphold high standards with a professional standard of personal presentation
- Willingness to go the extra mile paired with a can-do attitude in order to exceed customer expectations
- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.
- Competent in Microsoft office software, and experience in Admissions and POS systems.
- Strong team working skills, supporting colleagues to reach shared goals

DESIRABLE CRITERIA

- First Aid training.
 - Experience of working in a comparable environment (museum/heritage or attraction based).
 - Conversant in other languages (such as foreign languages or BSL).
 - Experience of working corporate and/or high profile events
-

OTHER WORKING CONDITIONS

Hosts are expected to wear a uniform at all times along with a name badge, radio & ear piece and security pass whenever on duty. The uniform will be provided by the Museum.

Hosts will be expected to work across all areas within the sites, including in the shop, ticketing and admissions, Mail Rail, *Sorted! The Postal Play Space* as well as the galleries. The Hosts will also be expected to roam the space they work within, without adopting a stationary position and proactive in approaching visitors. It should be noted that standing can sometimes be for extended periods of time and seating is not provided whilst working on the galleries. In addition, working in Mail Rail will include working below ground level including tunnels.

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to set guidelines on security, health and safety, lone working, as advised and taking responsibility for those as appropriate.

Responsibility for public safety is central to this role. Applicants should be willing to undergo an accredited training course for First Aid and other Health & Safety related skills if they are not currently qualified.

This position requires a DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

HOW TO APPLY

Please email an up-to-date version of your CV and a completed application form to hr@postalmuseum.org.

Please note incomplete applications/CVs only will not be accepted.

CLOSING DATE: Monday 9 May 2022, 10.00am