

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: £13.31 per hour

Contracts available: casual, part-time (predominantly lunch covers 11:45-15:45 and some all day 09:30-17:00)

Reports to: Visitor Experience Manager

PURPOSE OF THE JOB

As a Host in the Visitor Experience Team, your role is vital in providing exceptional customer service and ensuring visitor enjoyment. This includes actively engaging with visitors, admissions (selling & checking tickets), retail sales, engaging in galleries, helping with train boarding, managing queues, and overseeing *Sorted!* our the family zone. This role requires you to be on your feet for extended periods of time.

As part of their schedule, Hosts will need to work 2 out of 3 weekends, bank holidays, and early/late events as needed by the business. Post holders should be flexible and able to react to the needs of the Postal Museum. Working hours may change as necessary. Shifts will either be 4 hours (relief) or 7.5 hours (full day). We currently operate 6 days a week, from Tuesday to Sunday, and during holidays, we are open 7 days a week.

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

JOB DESCRIPTION

Key Responsibilities and Duties

CUSTOMER SERVICE AND ENGAGEMENT

- Welcome and provide a positive experience for all visitors at The Postal Museum by anticipating, meeting, and exceeding their needs and expectations.
- Promote awareness of daily events, public programming, and services offered.
- Maintain high standards of personal and public presentation at the museum.
- Inspire visitors with the museum's collections through delivering engaging tours and talks highlighting untold stories.

COMMERCIAL AWARENESS

- Achieve financial targets for Gift Aid, guidebook sales, memberships, and ATV.
- Support Retail and commercial teams to meet museum's commercial objectives.
- Proactively upsell and seek income opportunities in line with museum priorities.

HEALTH, SAFETY AND SECURITY

- Maintain safe and accessible public areas at all times, including fire evacuation and first aid duties.
- Follow standard operating procedures and policies outlined in training, promptly reporting any faults or threats to staff, visitors, or collections.

OTHER

- Represent the museum and embody its values (Open, Generous, Playful, Curious and Innovative)
- Provide operational support for retail, school groups, and other departmental projects or events.
- 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 using an application for shift allocation.
- Perform additional duties as assigned by manager within post's level and scope.

NB: Please note that this job description is accurate as of March 2024 but may not cover all responsibilities. The Museum reserves the right to make necessary changes to the role.

PERSON SPECIFICATION

TOP ESSENTIAL CRITERIA

We will be assessing the below 3 criteria in your application form. If these aren't met, then you will not be shortlisted against the other criteria listed in the Further Essential & Desirable sections.

- Ability to deliver excellent customer service in a customer-facing role in a similar/comparable environment.
- Confidence in processing 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.
- Confidence in using Microsoft Office (Outlook, Word and Excel) and till software for ticketing & retail.
- 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 required 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 work in various areas within the sites, such as the shop, ticketing and admissions, Mail Rail, *Sorted! The Postal Play Space*, and the galleries. Hosts should move around the space they work in and actively engage with visitors. They should be prepared to stand for long periods of time,

as seating may not be provided in some positions. In Mail Rail, hosts will work below ground level in tunnels.

The post holder must follow instructions from their manager and comply with security, health and safety guidelines, including lone working procedures.

Public safety is a key aspect of this role. Applicants may need to undergo training for First Aid and other health & safety skills if they are not already qualified.

This position requires a DBS check to disclose any unspent convictions. A criminal record may not automatically disqualify an applicant, as decisions will be made based on individual circumstances and the museum's commitment to protecting children, vulnerable adults, staff, and the Collection.
