

Role title: Front of House Officer  
Reporting to: Visitor Experience Manager  
**Location:** Torquay Museum  
**Salary:** Minimum wage (as of 1<sup>st</sup> April 2024, for those aged 21 or over, £11.44 per hour)  
**Hours per week:** 14 hours per week (usually over two days)  
**Holiday Entitlement:** 25 days plus public holidays, pro rata.

### **Role overview**

- Welcoming customers and providing the main point of access and welcome for all visitors to the Museum and be the first point of contact for all enquiries.
- Selling admission tickets to visitors whilst actively promoting the benefits of Gift Aid membership to visitors.
- Cross-selling other commercial opportunities at the Museum e.g. cafe, shop and ensuring that visitors are aware of the need for funding to support the Museum's ongoing revenue costs.
- Managing the Museum shop on a day to day basis, encouraging visitors to purchase goods.
- Keeping a cool head in emergencies especially when dealing with visitors.

### **Key tasks**

- Providing an excellent standard of customer service and visitor welcome throughout the day, always projecting a friendly, helpful and approachable image of the Museum and ensuring that customer service standards are maintained, improved and developed.
- Being responsible for admissions and retail sales, promoting Gift Aid and its benefits to all visitors and ensuring that the conversion rates remain high.
- Point of sale management and cash handling.
- Managing group and corporate bookings and offering business development support to the wider team to help the Museum grow its corporate and event hire business, educational and international schools bookings.
- Handling enquiries received by all forms of communication – phone, email, web site, letter, and coordinating appropriate responses.
- Generating and issuing sales invoices.
- Entering sales invoices into the accounting system.
- Processing booking deposits and receipts and chasing outstanding debts.

### **Other duties**

- Carrying out duties on behalf of the wider staff team in their absence as and when requested.

- Contributing to the effective delivery of the Museum's strategic business plan.
- Actively promoting the equalities and diversity agenda in the workplace and in service delivery.
- Being familiar with, and implementing, customer care and health & safety policies of the Museum.
- Participating in training, coaching and mentoring in performance through workplace development and to practise CPD as appropriate.
- Undertaking such other duties as may reasonably be determined by the Museum Manager and/or Board of Trustees.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to the Museum's Policies, Values and Behaviours and the *Code of Ethics*.

In addition, FoH staff will be required to work during the revised Museum's operating hours: Monday to Friday and up to two Saturdays per month. Occasional evenings will also be required to cover events hosted at the Museum. Time off in lieu will be given for this.

# **TORQUAY MUSEUM**

## **Front of House Officer**

### **SPECIFICATION**

#### **Key requirements:**

To succeed in this role you will need as a minimum:

#### **Essential**

- Customer focus – someone who puts themselves into the shoes of the customer/visitor to help improve the organisation's customer/visitor service and ensure customer services standards have been identified, maintained and improved
- Demonstratable experience of bookkeeping and use of computerised accounting systems.
- Able to operate EPOC tills and handles cash securely and accurately
- A high level of accuracy and competency in working with figures and cash handling, ability to handle cash securely and accurately, as well as knowledge and able to administer point of sale, bookings and payment systems effectively and accurately.
- Understanding of Gift Aid eligibility criteria and processes.
- Able to effectively administer financial, HR and front of house systems, including procurement, recruitment, point of sale, bookings and payment systems
- A good level of IT skills and competent in the use of IT including Merac, MS Office e.g. Word, Outlook, Excel, PowerPoint, etc.
- Good written and verbal communication skills.
- Demonstrates the ability to multi-task and work flexibly, dealing with competing demands and can prioritise workload to ensure deadlines are met.
- Demonstrates an excellent degree of accuracy and attention to detail.
- Has a clear understanding of confidentiality and data privacy standards.
- Able to keep a cool head, especially in emergencies when dealing with visitors who might be ill, frightened or disorientated.

#### **Desirable**

Customer service qualification