

Job Description & Person Specification

Role:	Visitor Services Assistant
Reports to:	Visitor Services Manager
Salary:	Grade 3 SCP 9-11 £27,254 - £28,142 (Pay Award Pending) £22,098 - £22,818 Pro Rata; £14.13 per hour
Contract:	Permanent part-time, 30 hours per week Monday to Friday 9.30am – 4.00pm

Purpose of the role

This is a fantastic opportunity to work with the creative Cultural Services team at Falmouth Art Gallery, a community focused cultural venue based in Falmouth's historic Municipal Building.

It's a key role, representing the face of the Gallery to the public, whilst providing vital administrative support for other Gallery operations.

Duties will include interacting with customers and visitors to Falmouth Art Gallery, providing customer and retail services face-to-face and online.

Duties and responsibilities

1. General administration: monitoring gallery inbox, answering telephone and email enquiries, Gallery diary management (e.g. school bookings, tours, talks etc), and volunteer recruitment & rota administration.
2. Shop Duties: dealing with customer enquiries, selling shop merchandise, stock control, pricing and auditing; maintaining online shop on Gallery website; and general customer care.
3. Marketing: in conjunction with the Marketing Officer, contribute content for the Gallery's social media platforms; maintaining and developing supporter database; distribution of marketing materials and mail-shots including private view invites; distributing in-house marketing materials.
4. Special events: assisting with the organising and staffing of special events, school visits and private views.
5. Security: providing invigilation for gallery spaces during opening hours.
6. Staff Cover: providing holiday and sick leave cover when appropriate; occasional evening working; and Saturday working (one in five) as part of a rota to facilitate six-day opening.
7. Support with other with general office administration as required and attending meetings as required.

General

1. Undertaking all duties in accordance with Council Policies, in particular those relating to Data Protection, Information Security, Financial regulations, Customer Care and Equal Opportunities.

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2. Undertaking any duties regarding health, safety and wellbeing at work.
3. Undertaking any relevant training.
4. Being aware of your responsibility under Health & Safety law, taking reasonable care of yourself, your colleagues, other contractors and members of the public at all times whilst at work.
5. Undertaking risk assessments, complying with safe systems of work and actively promote a safety culture within the workplace.
6. Always represent and promote the service and the Council positively.
7. Carry out any other such duties as may be required by the Council from time to time, commensurate with the grade of the post.

Person specification

Criteria	Essential	Desirable	Method of assessment
Experience and knowledge	Proven experience of working in a retail and/or customer service environment	Experience of working in the cultural/heritage sector Knowledge of stock control and management procedures Knowledge or experience of local government and its place supporting the local community Knowledge of content management systems, e.g. WordPress	Application form Interview

Criteria	Essential	Desirable	Method of assessment
Personal attributes	High level of motivation Good work ethic and 'hands on' approach Flexible & adaptable attitude		Application form Interview

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Criteria	Essential	Desirable	Method of assessment
Skills and abilities	<p>Excellent interpersonal and customer care skills</p> <p>Ability to organise and prioritise workloads to meet deadlines</p> <p>Good IT and digital skills including use of Microsoft Office products, e.g. Excel, Word, Outlook</p>	Creative skills e.g., graphic design, illustration, art.	<p>Application form</p> <p>Interview</p>

Criteria	Essential	Desirable	Method of assessment
Education and training	<p>English and Mathematics GCSE or equivalent</p>		<p>Application form</p>

Criteria	Essential	Desirable	Method of assessment
Special circumstances	<p>Able to work flexibly outside normal hours when required, including occasional evenings, weekends, and one Saturday in every five.</p> <p>Commitment to continuing professional development</p> <p>This position is subject to a criminal records disclosure check</p>		<p>Application form</p> <p>Interview</p>