

## Visitor experience assistants

---

**Reports to:** visitor experience team leaders and managers

**Department:** visitor experience

**Contract:** casual – weekends, evenings and bank holidays

### Overview

The Design Museum is the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. In 2016, the museum reopened in a fantastic new building in Kensington.

The Visitor Experience team provides a proactive welcome, excellent customer service and engages with audiences of all ages and backgrounds in our amazing new home.

Visitor Experience Assistants work in a range of positions in the museum: in the galleries managing entrances, monitoring and engaging with exhibition visitors; selling tickets and membership; helping to host museum events and facilitating engagement activity in the galleries or learning spaces.

We are a diverse team and experience in a museum environment is not essential. The most important qualities you must demonstrate are confidence and experience in a public-facing role, and a passion for providing the best possible levels of service to all visitors.

### Job description

- Proactively welcome visitors to the museum in a friendly and open way at all times.
- Observe the standards of service and presentation set out in the Visitor Experience handbook, training and induction material.
- Provide excellent levels of service to all visitors and museum guests at the ticket desk, in galleries, foyer spaces, auditorium, events and learning spaces and any publicly accessible parts of the museum.
- Undertake ticket and membership selling duties at the ticket desk and at mobile positions in the museum. Undertake ad-hoc administration duties to support the Visitor Experience team function. Be able to use the ticketing software to achieve the required standard of sales experience for all visitors in person, facilitating use of mobile devices and by telephone and email.
- Proactively introduce gift aid, donation, membership and exhibition tickets to visitors and maximise up-selling opportunities with retail and catering services and products.
- Undertake accurate ticket checking at exhibition entrances using mobile technology.
- Proactively assist with the management of crowded areas and queues following guidance on communicating effectively with large numbers of people.
- In all positions, proactively monitor visitor flow and behaviour, be able to apply security and safety procedures as necessary

- Support the collation of visitor feedback around operations, safety or security issues that impact the visitor experience, responding positively to these issues and escalate to the appropriate member of the Visitor Experience team
- Following training, be able to confidently undertake required duties as part of the museum's emergencies procedures

### **Person specification**

#### **Essential experience**

- Excellent customer service in a public-facing environment
- An effective team player who can demonstrate initiative and support others in a busy environment
- Supporting the achievement of donations, commercial or other income targets
- Experience of using software on mobile devices/till points or other forms of computer hardware in a work environment
- Excellent standard of spoken English

#### **Desirable experience or willingness to be trained**

- Experience of working with ticketing systems
- Supporting the management of Health and Safety, security, accessibility and Licencing procedures
- First Aid trained and experience of undertaking duty First Aider role

#### **Skills and attributes**

- To have a confident, friendly and problem-solving attitude, especially in front of large groups of people and in high-pressure situations.
- Understanding of how principles of diversity and accessibility applies to a public-facing organisation
- The ability to communicate clearly and accurately in English through various methods including person-to-person and in group briefings, written information on signage and by email and telephone. Second or further languages would be very advantageous.
- A passion for exceeding visitor expectations, willingness to go beyond core duties to ensure an excellent experience and achieve this culture in others
- The ability to pay attention to detail and provide a consistent level of service at all times
- The willingness to learn about the importance of design in the world around us and be able to support research and training sessions on design knowledge and exhibition content.

### **Terms and conditions**

**Pay rate: £8.48 per hour + £1.02 holiday pay**

**Hours: 8 – 16 hours per week, with the opportunity to work more hours when shifts become available.**

The casual arrangement operates in the following way: the museum will contact you to notify you of potential opportunities to work. However, there is no obligation on the museum to offer work to you, and no obligation on you to accept such work as may be offered.

The Design Museum offers casual staff:

- Free access to the museum exhibitions
- Discounts at the museum
- Free tickets, when available, to museum events/talks
- Advice about next steps (where possible) and references

### **Application process**

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to [applications@designmuseum.org](mailto:applications@designmuseum.org).

**Please quote job ref: VEA/2017 in the email subject header**

**Closing date for applications: Sunday, 30 April 2017 at 5pm**

**Interviews: selection sessions will be held on Tuesday, 9 May 2017.**

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The Design Museum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

### **About the Design Museum**

The Design Museum is building the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international status and significance, playing an important role in putting design and architecture on the cultural agenda.

The museum recently relocated from its home in Shad Thames to the landmark 1960s building in Kensington, West London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range of exhibitions, showcase its world class collection and extend its learning programmes.

### **Our mission, vision and values**

**Our vision**

We want everyone to understand the value of design

**Our mission**

To create the most inspiring, exciting and engaging Design Museum in the world

**Our values**

**Welcoming** everyone to the museum and making them feel it's a place for them

**Collaborative** engaging with many partners to bring our vision to life

**Enterprising** working hard to make the museum a financial success and build a strong commercial reputation

**Provocative** challenging people to look and think afresh about design

**[designmuseum.org](http://designmuseum.org)**