

## Visitor Experience Assistant | National Museum of Flight

### Salary as per job advertisement plus membership of Civil Service Pension Scheme

Millions of local and international visitors enjoy our four museums each year, so visitor experience is a top priority for us.

Over the last decade, we have invested over £120 million in our sites and have more than doubled our visitor numbers, with over 3 million people now visiting our four museums. Alongside this, we have continued to transform how we communicate and engage with our audiences.

Your role will be working front of house, meeting and greeting visitors and helping them to have a great visitor experience. From promoting and supporting a broad range of public programmes, exhibitions and events to dealing with enquiries and providing information, this is a position for a passionate customer service driven individual.

Previous experience of delivering high quality service to others is desirable, but more important to us is your confident, friendly and visitor focused disposition.

The post holder will generally work 5 days over 7 on a rotational basis. A sample rota can be found below.

Learn more about National Museums Scotland and our history [here](#).

To find out more about how to apply, as well as our employee benefits and general recruitment information please visit our [careers portal](#).

For more information about joining National Museums Scotland please see [here](#).



**Example Working Rota 35 hours**

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Off	0915-1715	0915-1715	0915-1715	0915-1715	Off	Off
2	0915-1715	0915-1715	0915-1715	0915-1715	Off	0915-1715	0915-1715
3	0915-1715	0915-1715	Off	Off	0915-1715	0915-1715	0915-1715
4	0915-1715	Off	0915-1715	0915-1715	0915-1715	Off	Off
5	0915-1715	0915-1715	0915-1715	0915-1715	Off	0915-1715	0915-1715
6	0915-1715	0915-1715	Off	Off	0915-1715	0915-1715	0915-1715

**Example Working Rota 25 hours**

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Off	1040-1620	1040-1620	1040-1620	1040-1620	Off	Off
2	1040-1620	1040-1620	1040-1620	1040-1620	Off	1040-1620	1040-1620
3	1040-1620	1040-1620	Off	Off	1040-1620	1040-1620	1040-1620
4	1040-1620	Off	1040-1620	1040-1620	1040-1620	Off	Off
5	1040-1620	1040-1620	1040-1620	1040-1620	Off	1040-1620	1040-1620
6	1040-1620	1040-1620	Off	Off	1040-1620	1040-1620	1040-1620

**Example Working Rota 21 hours**

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Off	Off	0915-1715	0915-1715	0915-1715	Off	Off
2	Off	Off	0915-1715	Off	Off	0915-1715	0915-1715
3	Off	Off	Off	Off	0915-1715	0915-1715	0915-1715



## JOB DESCRIPTION

<b>Post Title: Visitor Experience Assistant</b>		
<b>Department:</b> Visitor Experience	<b>Section:</b> National Museum of Flight	
<b>Directorate:</b> Visitor Experience	<b>Grade: 7</b>	<b>Hours:</b> As per job advert
<b>Purpose of post:</b>		
<p>To ensure, through providing exceptional standards of visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with the collections, and have a safe and enjoyable visit to the Museum.</p>		
<b>Key responsibilities:</b>		
<ul style="list-style-type: none"> <li>• To be proactive, approachable and visitor focussed in being ready to offer support, directions and assistance to visitors</li> <li>• Be visible at all times, maintaining a consistent, engaging and professional manner in pursuit of the provision of a high-quality customer service that is visitor experience focussed</li> <li>• To promote and support a broad range of public programmes, exhibitions and events e.g. facilitating group visits and learning events for a wide range of visitors</li> <li>• To engage proactively with visitors responding to their needs as appropriate, including being able to answer a diverse range of questions and enquiries, and to provide visitor talks and tours as required</li> <li>• To be security conscious and alert, ensuring in depth knowledge and implementation of all museum security procedures to safeguard the collections and visitors. This includes observation, daily gallery checks for assigned areas and providing first response to incidents</li> <li>• To develop and maintain an appropriate level of knowledge of the Museum's collections, displays, objects and stories, and activities in order to assist visitors</li> <li>• To facilitate in the selling of tickets and guidebooks, and any other business initiatives, including proactively encouraging visitor donations through donation boxes and GiftAid</li> <li>• To deal with enquiries and provide information whether in person, by telephone or other means</li> <li>• To ensure familiarity with organisational procedures and follow them as required</li> <li>• To be committed to good health and safety and access practice and ensure familiarity with National Museums Scotland Health and Safety policies, procedures and guidelines</li> </ul>		

- To undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed above.

**Expected outcomes:**

- Improved standards of customer care and display presentation
- Increased visitor satisfaction from their museum experience(s)
- Increased positive feedback from our visitors regarding the visitor experience
- Increased opportunity to promote Museum activity (learning programmes, events and exhibitions) and services and thus potential to increase income
- The museums entrances, exits, galleries, collections, grounds and buildings are safe and secure at all times.

**Reports to:**

Visitor Experience Team Leader

**Facts and Figures:**

**Budget:** None

**Staff Managed:** None

**Other:** 2.5 million visitors across all sites. 70,000 at the National Museum of Flight

**Thinking Skills: (Judgements/decisions made)**

- Know when to approach visitors and offer assistance
- Know how to evaluate and respond sensitively to the specific needs of visitors
- Know how to resolve incidents to a satisfactory outcome
- Know when to seek assistance and advice from other team members.
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**Communication and Contact:**

Internal: (as appropriate for each site)

Team Members, General Manager, Visitor Experience Manager, Team Leader, Administration

staff, General Assistants, Learning & Engagement staff, Displays team, Curatorial and Conservation Staff & Volunteers.

**External:**

A wide range of visitors, external partners and customers.

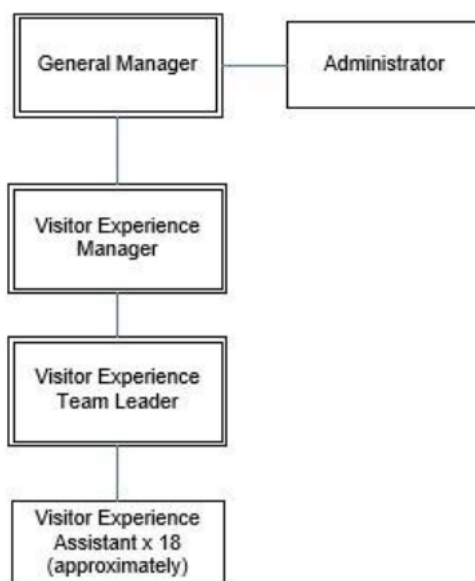
**Most challenging parts of the job:**

- Maintaining an upbeat, attentive, welcoming visitor service to all visitors at all times
- Using a variety of skills and remaining calm during unexpected events or emergency situations (fire alarm, evacuation etc)
- Being flexible when day-to-day operations are altered by work schedules, programmes and changes to the rota.

**Other Requirements, e.g. multi-site working, on call, etc.**

- Work to a systematic rota that includes weekend working
- Multi-site working (as required)
- Overtime work is voluntary, however there may be occasions when overtime work is required e.g. emergency situations
- Wear a supplied uniform and identification badge.

**Organisational Chart: National Museum of Flight, Visitor Experience**



**Site Specific Requirements:**

- Operate museum security and fire alarm systems
- Assist with special events

**PERSON SPECIFICATION**

<b>Post Title:</b> Visitor Experience Assistant		
<b>Department:</b> Visitor Experience	<b>Section:</b> National Museum of Flight	
<b>Directorate:</b> Visitor Experience	<b>Grade:</b> 7	<b>Hours:</b> As per job advert

<b>Knowledge</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
A genuine interest in delivering exceptional customer service	Essential	Application / Selection Event
Educated to Standard Grade or equivalent in a relevant discipline.	Desirable	Certificate / Application
Knowledge of health and safety at work.	Desirable	Application / Selection Event
Working knowledge of a language other than English.	Desirable	Application
First Aid Certificate	Desirable	Certificate / Application

<b>Skills</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Ability to demonstrate an exceptional standard of customer service through well-established and effective communication skills.	Essential	Application / Certificate
General proficiency in basic computing skills	Desirable	Application / Selection Event
Driving Licence (Rural location / difficult to access via public transport)	Desirable	Driving Licence

<b>Experience</b>	<b>Essential or desirable</b>	<b>Evidence assessed by</b>
Experience of working in a customer facing role	Essential	Application / Selection Event
Experience of working in a visitor attraction or similar environment	Desirable	Application / Selection Event
Experience of being part of a team	Desirable	Application / Selection Event

Experience in answering enquiries / complaints and dealing with challenging customers	Desirable	Application / Selection Event
Experience in ticketing, cash handling or retail environment	Desirable	Application / Selection Event

National Museums Scotland utilises a Competency Framework. Individuals for this post are expected to demonstrate competence across the relevant levels for the position; the following will be assessed throughout the recruitment process, primarily at our Selection Events.

<b>Competency</b>	<b>Level</b>	<b>Detail</b>
<b>Building Relationships</b>  Works effectively and professionally as part of their team and co-operates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally for mutual benefit.	1	<b>Contributes to effective teamwork</b> <ul style="list-style-type: none"> <li>• Is aware of other National Museums Scotland departments and respects &amp; values their role</li> <li>• Understands own role, and makes significant contributions</li> <li>• Supports and helps own team to deliver objectives</li> <li>• Works willingly and flexibly with other teams and departments to deliver objectives</li> <li>• Works towards the team, department and directorate goal rather than own agenda.</li> </ul>
<b>Communicating &amp; Engaging</b>  Uses communication and interpersonal skills flexibly across all channels of communication, to engage, influence, persuade and negotiate ensuring a shared understanding and commitment to act.	2	<b>Engages and Influences others</b> <ul style="list-style-type: none"> <li>• Communicates regularly, accurately, timely and appropriately</li> <li>• Facilitates two – way communication, encouraging dialogue and exchange throughout and outwith the organisation</li> <li>• Adapts own style of communication to suit different people’s needs</li> <li>• Demonstrates empathy and understanding in all communications</li> <li>• Confidently influences others, rather than manipulating or imposing ideas.</li> </ul>
<b>Focussing on your Customers</b>  Places the customer at the heart of what they do, engages, listens and	2	<b>Is proactive in understanding customer needs</b> <ul style="list-style-type: none"> <li>• Requests and receives feedback from customers in a constructive and positive way</li> </ul>

<p>responds to deliver exemplary service, creating an outstanding experience; supporting a culture of service excellence, both internally and externally.</p>		<ul style="list-style-type: none"> <li>• Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront</li> <li>• Is able to assess quickly what a customer wants and gets straight to their needs</li> <li>• Offers a 'bespoke' service and solution to the customer, meeting any special requirements</li> <li>• Responds, calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.</li> </ul>
<p><b>Improving &amp; Innovating</b></p> <p>Builds personal, professional and organisational capability by keeping up-to-date, being creative, sharing ideas, taking risks, looking inside and out to continuously improve National Museums Scotland.</p>	<p>1</p>	<p><b>Develops personally and professionally</b></p> <ul style="list-style-type: none"> <li>• Thinks flexibly, open to, accepts and adapts to new or different ideas</li> <li>• Uses initiative and imagination to make constructive suggestions for improvements and innovations</li> <li>• Challenges status quo, existing norms and unacceptable behaviour constructively – <i>the way we do things around here</i></li> <li>• Willing to learn, build up knowledge and keep up to date with advances and issues in their own area of work and within National Museums Scotland</li> <li>• Positively responds to feedback, learning from experience and mistakes.</li> </ul>
<p><b>Leading and Managing</b></p> <p>Sets direction and standards to drive individual, team and organisational performance by involving, supporting, developing and enabling staff and others to effectively contribute to the present and the future of National Museums Scotland.</p>	<p>1</p>	<p><b>Manages tasks and activities</b></p> <ul style="list-style-type: none"> <li>• Allocates work based on knowledge, skills and available time and resources, providing clear instructions and specifications</li> <li>• Recognises the achievement and performance of others and gives them credit</li> <li>• Provides others with regular feedback and coaches in a constructive manner</li> <li>• Motivates by making people feel valued and important in interactions and by celebrating successes</li> <li>• Encourages an open, safe and approachable environment by listening and not judging.</li> </ul>
<p><b>Planning for Success</b></p> <p>Ensures effective delivery and completion by realistically planning and prioritising tasks and managing workload; develops and manages plans, programmes and</p>	<p>1</p>	<p><b>Follows plans and delivers</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a 'can-do' attitude and strives for the best performance</li> <li>• Actively seeks ways to save costs, resources and time</li> <li>• Is proactive in seeking help or information when required to get the job done</li> <li>• Quickly adapts to changing plans and priorities</li> </ul>

<p>projects, in consultation with stakeholders and within existing priorities, people resources and budgets.</p>		<ul style="list-style-type: none"><li>• Delivers work to quality, specification and deadline.</li></ul>
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For more information about joining National Museums Scotland please see [here](#).