

## Job Description

Job Title	Front of House Assistant (Casual)
Organisation	Avoncroft Museum of Historic Buildings
Location	Avoncroft Museum, Stoke Heath, Bromsgrove, Worcestershire, B60 4JR
Type	Casual part-time position Flexible working required to cover weekdays and weekends, occasional evenings, Bank Holidays and holiday cover
Rates of pay	£9.50 per hour aged 23 years and over £9.18 per hour aged 21-22 years £6.83 per hour aged 18-20 years £4.81 per hour aged 16-17 years
Reports to	Commercial Manager/ Weekend Duty Manager

## Job Purpose

Front of House Assistants provide flexible cover on weekdays, weekends, Bank Holidays and occasional evening opening in the Museum's Entrance and Shop and in the Tea Room, in addition to other duties such as setting up for Museum events in the Museum's grounds and room set up and take down for hospitality functions, and general cleaning.

As the face of the museum, you will need to be friendly, helpful, flexible, and welcoming. Ensure that all Museum visitors and customers receive great customer service whatever role the jobholder is undertaking, whether in the Museum's Tea Room and Shop, at a stall at a Museum event, serving and assisting customers at hospitality functions, such as weddings and meetings, or behind the scenes.

Key tasks	
Museum Entrance & Shop	Meet and greet whilst providing a high level of excellent customer service to the Museum's visitors and assist with enquiries
	Sell admission tickets, promote gift aid and memberships, guidebooks, shop merchandise and museum courses ensuring accurate use of epos system and card machines throughout
	Maintain high standards of presentation and cleanliness and ensure that stock and merchandising are replenished as and when needed.
	Demonstrate knowledge and enthusiasm for the brand and products when serving visitors to encourage return visits.
	Respond politely to face to face and over the phone customer enquiries and deal with professionally and appropriately
Tea Room	Provide a high level of excellent customer service to all visitors.

	Take, prepare and serve customers orders including hot and cold drinks such as coffee, tea, and speciality beverages drinks, hot and cold food in accordance with all food safety legislation and food hygiene practices
	Follow all Museum guidelines and procedures in relation to the preparation, serving and storage of food and drink ensuring in particular that allergen controls are adhered to and not compromised.
	Ensure tables are cleared and re-set for customers, keep the servery area clean and undertake regular cleaning of equipment, washing up, rubbish disposal etc.
	Assist with deliveries and the storage of stock. Re-stock customer self-service displays implementing a 'stock rotation' system, ensuring stock levels are communicated to the relevant managers in a timely manner
	Provide a high standard of service to private bookings and assist with the set up and takedown of private bookings
	Assist with staffing outdoor or on-site stalls in Museum buildings for events, hospitality functions or other museum activities, serving hot or cold food, hot drinks, alcohol, seasonal goods etc
Events & Functions	Assist with the set-up, delivery and clear down of high-quality public events and hospitality functions.
	Ensure you have a good knowledge of the Museum, the collection and location in order to actively provide visitors with information regarding their visit and reasons to return
	Car Park attending during busy periods to ensure visitors are parked efficiently and safely in line with museum procedures.
Museum awareness and visitor reception	Keep fully informed about the Museum's current events, exhibitions, future projects and educational activities to answer enquiries and promote return visits.
	Assist and advise visitors with disabilities to understand the nature and access issues of the Museum's buildings and site. To ensure all visitors obtain the most from their visit
Financial Management	Accurately record visitors' statistics manually
	Cash handling, balancing tills and keeping accurate records
	Cash up using electronic tills and card machines at the end of each day
	Provide support and assistance as required with staff and volunteers across the Museum
Other Duties	Complies with all Avoncroft Museum Policies and Procedures, particularly those relating to Health and Safety, Cleaning and Food Hygiene at all times
	Carries out any other duties which are reasonably required by the Director, Commercial Manager, Senior Managers or Supervisors.
	Ensure all areas of the visitor journey are kept clean and tidy, including but not limited to: visitor entrance, reception, shop, tea room, museum buildings & exhibits, pathways, toilets, etc.
	This list is neither complete nor exhaustive and may require other duties appropriate to this post
Uniform/ Dress requirements	You are expected to wear a plain, white or black shirt or top and black trousers or skirt with dark smart shoes with closed toes whilst on duty, which are not provided by Avoncroft. You will be provided with an apron to wear whilst working in the Tea Room.  Appropriate branded clothing will be supplied by the museum. All items of clothing should be maintained to a high standard ensuring personal hygiene and presentation is upkept Long hair must be tied back

## Person Specification – Front of House Assistant

CATEGORY	ESSENTIAL	DESIRABLE
Education and qualifications	<ul style="list-style-type: none"> <li>• Current valid driving licence / reliable form of transport to and from the Museum</li> <li>• Food hygiene course -the Museum will require you to pass the course prior to start date and will arrange a suitable time with you to complete this.</li> </ul>	<ul style="list-style-type: none"> <li>• 5 GCSE's or equivalent</li> </ul>
Experience & Skills (paid or voluntary)	<ul style="list-style-type: none"> <li>• Previous experience working in a retail or heritage environment, (or) previous experience of working in a café or restaurant</li> <li>• Experience of providing a high level of customer service</li> <li>• Manual handling - must be able to regularly lift 10kg - as part of the job</li> <li>• Good time management skills - reliability and punctuality</li> <li>• Enthusiasm, energy, patience and understanding</li> <li>• Basic IT skills - word processing, email, use of the Internet</li> <li>• Good numeracy</li> <li>• Flexible and helpful attitude</li> <li>• Ability to sell the Museum and its services</li> <li>• Able to work as part of a small team</li> <li>• Relates well to and communicate with all sections of the general public</li> <li>• Excellent communication skills (both verbal and written)</li> <li>• Able to maintain high standards of presentation</li> <li>• Smart personal presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of cash handling, stock taking, use of tills and other shop/café experience</li> <li>• Experience of food handling in a similar kitchen environment</li> </ul>
Knowledge & Awareness	<ul style="list-style-type: none"> <li>• To comply with the Museum's Health and Safety policies to ensure a safe environment for all visitors and staff</li> <li>• To be aware and to comply with all relevant Museum policies</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in museums and heritage</li> </ul>

# Eligibility Requirements

## Eligibility to work in the UK

You must be a British citizen, or hold valid settled status in the UK, or a valid work visa. You will be asked to produce appropriate documentation as required prior to appointment.

## Criminal Record requirement

The post you are applying for is 'exempt' from the *Rehabilitation of Offenders Act 1974* and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not "protected" (i.e. filtered out) as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)*.

## Health requirement

The successful application will be required to complete a health questionnaire.