

BANBURY MUSEUM JOB PROFILE

Job title: Museum Front of House

Responsible to: Retail and Front of House Manager

Line responsibility for: none

Purpose of role:

To Welcome all visitors to Banbury Museum ensuring high levels of customer satisfaction at all times.

To provide information on the Museum permanent collection, special exhibitions, services and facilities to enable visitors to enjoy their visit.

To ensure the Museum environment is clean, safe and secure, for our visitors and our collections.

To provide information regarding the local area to all visitors, helping with specific enquiries.

To generate income from the sale of retail in the shop and exhibition merchandise.

To proactively encourage visitors to buy tickets for exhibitions and events.

To gather information from visitors to assist with future programme planning.

Accountabilities	How success will be measured
Customer Service	<ul style="list-style-type: none"> • All visitors to the Museum will have excellent customer service at all times. • All visitors to the Museum Galleries will be greeted by a member of staff or volunteer at all times. • All enquires will be answered promptly, including emails and phone messages • Museum staff will promote the local area as a destination alongside the Museum experience.
Collections and Facilities	<ul style="list-style-type: none"> • All visitors will have a full understanding of the Museum, including the permanent and special exhibitions. • All disturbances will be reported to a manager by radio immediately. • Public areas will be kept clean and tidy at all times

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	<ul style="list-style-type: none"> • Health and Safety will be monitored at all times and concerns reported appropriately • Gallery environmental and security conditions will be monitored as advised, and concerns reported immediately.
Opening/Closing	<ul style="list-style-type: none"> • The Museum will be opened up on time every day, desk areas ready including tills and pc systems. • Cash management
Audiences	<ul style="list-style-type: none"> • Audience data will be gathered at every point of transaction to enable a bigger picture of the museum audiences to be built up, including adding to the Museum Friends list
Exhibitions and Events	<ul style="list-style-type: none"> • Staff will actively promote exhibitions and events to all visitors, ensuring that the Museum is as profitable as possible for these areas.
Retail	<ul style="list-style-type: none"> • Retail goods will be promoted and sold in the shop and the Museum desk to ensure good profitability • Stock will always look fresh, clean and tidy on displays and fully replenished.
Flexibility	<ul style="list-style-type: none"> • Staff will ensure that they are flexible throughout the 7 day operation and across several roles including the Museum Shop, Museum Desk, Exhibition and cover shifts. This will include Saturday and Sunday shifts for all staff
Other	<ul style="list-style-type: none"> • Staff will complete training as and when needed to support them in their roles • Staff will attend meetings and briefings, to ensure that they have up to date information. • Staff will carry out other related duties as may be directed from time to time