

Banbury Museum

Job Description and Person Specification	
Job Title:	Events Assistant (Casual Post)
Responsible to:	Events Co-ordinator
Key Objectives	
<p>To support the delivery of the events programme for all our audience groups. We host a range of events catering for several age groups such as; under 5s, families, and adults, thought the year.</p> <p>To host the event activities; be involved in the preparations and organisation; be present at the events; welcoming visitors and ensuring they have a great experience thought their time and want to return and recommend Banbury Museum.</p>	
Responsibilities	
<p>Hosting and leading events</p> <ul style="list-style-type: none">• To be welcoming to all visitors; explaining the event activities, orientation and ticket sales arrangements. Promoting the event to visitors on the day with confidence and enthusiasm.• To run activity session, including demonstrating or leading some activities.• To be the point of contact for the event, using the radio system to be communicate during events.• To keep up to date with all the details of events, using event briefing notes in advance.• Collecting tickets and administering attendance lists.• Fostering good relationships with external providers and artists.• Preparing, serving and tidying refreshments when they are part of the event offer. <p>Customer service</p> <ul style="list-style-type: none">• To provide all visitor to the Museum with excellent customer service through their visit.• Be able to deal with any negative feedback in a polite and effecting way• Work with colleagues to ensure the best outcome for visitors and the museum.• To ensure you are mindful of other museum users, epically where events take place in a shared space. <p>Event preparation and evaluation</p> <ul style="list-style-type: none">• Be well organised and efficient in your delivery.• Set up for events, including moving tables, chairs and gathering materials and equipment in a timely manner.• Clear up at the end of each session, returning items or leaving them set up ready for the next day as required.• Be responsible for the presentation of the event area at all times.• To review and feed back about each event you work and gather customer feedback and data as requested. <p>Health and safety</p> <ul style="list-style-type: none">• Read and understand the event risk assessment.• Keep up-to-date with the museum evacuation procedure and your role in it.• Be vigilant during events and rectifying or reporting any hazards to the Duty Manager.	

<p>Flexibility</p> <ul style="list-style-type: none"> • Events in the museum take place throughout the year, staff are required to be flexible and work at events during school holidays, weekends and occasional evenings. These dates are planned well in advance. <p>Other</p> <ul style="list-style-type: none"> • Actively promote exhibitions and events to all visitors, to help us ensuring that the Museum can be as profitable as possible. • Complete training as and when needed to support them in their role. • Attend meetings and briefings, to ensure that they have up to date information. • Carry out other related duties as may be directed from time to time. • Bring vigilant and highlight concerns about museum security to the Duty Manager. 	
<p>Personal Specification</p>	
<p>Aptitudes / Skills / Abilities</p>	<p>Essential</p> <ul style="list-style-type: none"> • Friendly and welcoming, alert and attentive, with high levels of customer service skills • Self-motivated with the ability to take the initiative • Able to prioritise and deal with multiple requests • Strong verbal communication skills with the ability to communicate with people of all levels • Readiness to work with people and the ability to respond to differing needs, backgrounds, and protected characteristics. • A flexible approach to work with the willingness and ability to work outside standard hours on occasion. • A great team player • Committed to equal opportunities practice both at work and with customers <p>Desired</p> <ul style="list-style-type: none"> • Good IT skills and proficiency in Microsoft Office application.
<p>Knowledge and Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Experience of dealing with members of the public • Knowledge of delivering a proactive and high level of customer experience • Experience of quality public events • Experience of working within/or a keen interest in the cultural sector <p>Desired</p> <ul style="list-style-type: none"> • Experience working with outside professionals • Experience of working with children
<p>Education and qualifications</p>	<p>Desired</p> <ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Evidence of relevant formal training
<p>Special Requirements</p>	<p>Essential</p> <ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment.