

Visitor Experience Crew Job Description



Rate of Pay – £12.21 per hour

Contract – Casual

Location – Cunard Building

Reporting To – Visitor Experience and Ticketing Manager

General Purpose

To support the Duty Manager in the smooth running of the BME and ensuring a quality experience for guests across the entire experience, including galleries, café, shop and Gibson Brands Interactive Studio. Duties will also include providing the appropriate support for BME events and for group visits.

Main Duties and Responsibilities

- To deliver a quality experience for our visitors
- To engage with guests in an appropriate manner
- To have a proactive approach to learning about the exhibits within the experience
- To be flexible with working hours, working out-of-hours events as required
- To help get the experience ready for opening, conducting safety checks as required
- To ensure that the space is always clean and tidy and take part in pre-opening and post-close cleaning
- To ensure the health and safety of our guests at all times
- To meet guests with any access needs or special requirements
- To help with the evacuation of the museum as required
- To work with an EPOS system and process transactions effectively
- To be adaptable enough to work in all areas of the BME as required (training provided where necessary)
- To support the Duty Manager at all times

The above list reflects the main elements but is not expected to be an exclusive or exhaustive

Essential Criteria for Role

- A high level of interpersonal skills with the ability to communicate effectively
- Good standard of presentation both personally and in a work environment
- Good timekeeping
- Ability to work on own initiative and/or as part of a team
- Interest in the history of British Music

Desirable Criteria for Role

- Museum/Visitor Attraction Experience
- Enjoy talking about music

Key Competencies

- Confidence
- Enthusiasm
- Good communication skills
- Adaptable approach to work
- Flexible
- Team player
- Self-motivated