**Visitor Host**

**Job description and person specification**

The Charterhouse has been living the nation’s history since 1348. In that time it has served as a monastery, private mansion, boys school and an almshouse, which it remains to this day. The majority of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture.  Our remarkable historic site is used as an event and filming venue, situated on 7 acres near Barbican in central London. In January 2017, for the first time in its 669 year history, the Charterhouse opened to the public with a museum, shop, learning centre and cafe as part of the *Revealing the Charterhouse* project.

We are looking for a pro-active and customer-focused individual to join our front of house team to deliver first class customer service, selling merchandise, marketing our tour offer, and engaging the public in our fascinating history and diverse collection.

Please send the completed application form to Deborah King at the Charterhouse (deborah.king@thecharterhouse.org, 020 3817 4170) by 9am on Wednesday 24 May 2017.

We intend to interview on Wednesday 31 May 2017.

For further information about the Charterhouse please see our website: [www.thecharterhouse.org](http://www.thecharterhouse.org)

|  |  |
| --- | --- |
| **Job title** | Visitor Host |
| **Salary** | £19,012.50 pro rata per annum |
| **Hours** | 15 hours per week (Saturday and Sunday fixed days)Occasional overtime required |
| **Location** | The Charterhouse, Charterhouse Square, London, EC1M 6AN |
| **Duration** | 2 years in the first instance |
| **Reports to** | Museum and Collections Manager |
| **Responsible for** | n/a |
| **Overall job purpose** | To provide exceptional levels of customer service and inspire visitors with a passion for heritage, engaging them with the collections and displays at Charterhouse  |
|  | To achieve sales targets by actively selling the Charterhouse guidebooks and promoting other Charterhouse products and services |
| **Key result areas** | To pro-actively engage all visitors on their arrival and exit from the Charterhouse; to assist with way finding and promote awareness of the services on offer |
|  | To achieve income targets through the sale of Charterhouse guides, and to actively promote and sell tour tickets, Friends membership and merchandise |
|  | To develop an in-depth knowledge of the Charterhouse, its collection, and the local area to enable you to respond efficiently to visitor enquiries and assist in the promotion of relevant activities |
|  | To demonstrate a duty of care for visitors by ensuring that public areas are safe and accessible at all times. To be effective in carrying out defined responsibilities for Health & Safety, including fire evacuation |
|  | To monitor, identify and promptly report any threats to the security of the Charterhouse’s visitors and collections  |
|  | To ensure Charterhouse standards of both personal and public presentation; ensuring the reception desk and retail space is clean, tidy and well-stocked at all times |
|  | To undertake procedures for the secure opening up and locking down of the museum, including museum display housekeeping procedures  |
|  | To act as an ambassador for the Charterhouse during all contact with visitors on site; actively listening to and responding to all visitor enquiries and feedback in a professional and considerate manner |
|  | To support the Museum and Collections Manager in the induction of new team members |
|  | To work with front of house volunteers to enhance the visitor experience |
|  | To demonstrate a “can do” flexible approach to undertake such other duties as agreed with the Museum and Collections Manager, commensurate with the level and scope of the post, that may be necessary from time to time |
| **Person Specification** | **Essential:*** Demonstrable experience of providing excellent customer service to the public, preferably face-to-face, with an ability to confidently interact with and engage a diverse range of customers either in a visitor attraction, heritage site or other leisure venue
* Experience of sales and upselling products or services
* Passion for heritage, enthusiasm to celebrate its diversities and learn more about its communities
* Excellent verbal and written communication skills and a professional standard of presentation
* Demonstrable commitment to best practice in customer service
* Strong team working skills, able to work to shared objectives and procedures
* Candidates must be competent in basic numeracy and written/verbal English
* A positive and flexible approach to work to maintain a consistently high level of service
* Self-motivated and receptive to change, new skills and experiences

**Desirable:*** Conversant in languages other than English, including British Sign Language (BSL)
* Experience of implementing Health and Safety procedures, including fire evacuations
* First Aid trained or a willingness to undertake First Aid training
* Qualifications in subject areas which reflect vocational interest such as leisure and tourism, social history, cultural studies, London, history or heritage
 |
| **Special circumstances** | The Charterhouse is a 6 day a week operation and regularly hosts events outside its core hours; flexibility to work during holiday periods and before/after public opening hours is therefore an essential requirement of the role. The museum is open Tuesday to Sunday from 11am, with last admittance at 4.45pm. |
|  | This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse’s overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of Charterhouse’s staff and collections.  |
| **NB. This job description reflects the requirements of the Charterhouse as at May 2017. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.**  |