

## Job Description

<b>POST TITLE</b>	Towneley Hall Visitor Services Assistant (casual)	<b>POST NO:</b>	PK3336
<b>SERVICE UNIT</b>	Green Spaces and Amenities	<b>GRADE:</b>	5
<b>JOB EVALUATION</b>	A2134	<b>JOB FAMILY</b>	N/A
<b>RESPONSIBLE TO:</b>	Towneley Hall Manager		
<b>RESPONSIBLE FOR:</b>	N/A		
<b>LOCATION</b>	Towneley Hall	<b>STATUS</b>	Staff

### Job Purpose

The role will undertake customer-facing duties that help ensure a smooth and welcoming visitor experience, including greeting visitors and providing information about exhibits, monitoring the museum floor to maintain security and help with any needs that arise, assisting with shop and reception functions, and supporting at events. It includes providing informative, interactive, and engaging tours of the Hall's exhibitions and collections to diverse audiences, including the general public, families and tourists. This role requires flexibility in hours, including weekdays, weekends, and public holidays. An interest in art, history, or culture is essential, as well as the ability to communicate effectively with a wide range of visitors.

This casual position is based on the Hall's needs and requires flexibility in hours.

### Main Duties and Responsibilities:

1. Deliver a professional, welcoming and informative customer service, greeting and actively engaging visitors to Towneley Hall, and answering visitor enquiries in person, phone or email, including a call system for lowering the bollard on the driveway up to the Hall,
2. Manage visitor check-ins for contractors, meetings, events, guided tours, or workshops, ensuring a smooth registration process, and assisting with administrative tasks including capturing visitor information.
3. Assist in the daily opening and closing of both the shop and reception area, including cash handling and cashing up, and the opening up and securing of rooms around the Hall, locking doors and setting alarms.

4. Handle sales of shop goods, entry tickets, car park passes, and reservations for events and hire of mobility scooters, and provide customers with information about shop products and special promotions.
5. Assist in the setup / take down and delivery of events, including arranging tables and chairs, setting up and serving refreshments, meeting and greeting, assisting with registration processes and supporting workshop delivery.
6. Conduct engaging and informative guided tours of Towneley Hall, offering detailed and relevant information to visitors of various age groups and backgrounds, fostering a positive, welcoming atmosphere for all.
7. Assist with maintaining a clean, organised and tidy front-of-house and shop environment undertaking light-duty cleaning tasks and ensuring shop shelves, maps, trails and activity sheets are well stocked.
8. Support Towneley Hall's accessibility initiatives, ensuring all visitors have a positive experience, including families, young people and those with additional needs.
9. Ensure the safety and security of visitors and collections including fire safety and administering evacuation procedures.
10. Assist in coordinating and overseeing the break rota for volunteers.
11. To collate visitor feedback including undertaking occasional surveys, and provide feedback to Towneley staff regarding customer experiences and suggestions for improving the reception and retail experience.
12. Maintain a smart and clean appearance in line with Towneley Hall dress code, wearing a Towneley Hall branded gilet, jacket or jumper, and name badge which are provided.
13. To attend training identified as necessary to undertake current and future job requirements.
14. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

<b>Nature of Contacts and Relationships:</b> To interact with the Towneley Team (staff and volunteers) and members of the public visiting Towneley Hall.
<b>Responsibilities for Supervision:</b> Occasional assistance with volunteer break rota.
<b>Responsibilities for Finance:</b> None
<b>Responsibility for Physical Resources</b> Security and care for high value museum objects.
<b>Work Environment:</b> Working in rooms within an historic building with restricted/difficult access.

### **Health and Safety**

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

### **FOOTNOTE**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

#### **Equality Act 2010**

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

**Prepared by: Sally Smith**

**Date: May 2025**

**Postholder:**

**Date of issue:**

## Person Specification

<b>POST:</b> Towneley Hall Visitor Services Assistant (casual)	<b>GRADE:</b> 5
<b>DIRECTORATE:</b> Operations	<b>POST NO:</b> PK3336

<b>Selection Criteria</b>		<b>Essential/ Desirable E/D</b>	<b>Method of Assessment</b> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b>
<b>QUALIFICATIONS</b>			
1.	GCSE in maths and English or equivalent	E	A/C
<b>EXPERIENCE</b>			
2.	Experience of working in a museum or gallery	D	A/I
3.	Previous experience in customer service or front-of-house roles (e.g. museum, retail, hospitality, or visitor attractions)	E	A/I
4.	Experience in managing visitor reception	D	A/I
<b>SKILLS AND COMPETENCIES</b>			
5.	Excellent communication and interpersonal skills with the ability to interact positively with diverse groups of people	E	I/T
6.	Ability to handle cash and transactions with accuracy, using a point-of-sale (POS) system	E	I
7.	Ability to work both independently and as part of a team, adapting to different group dynamics	E	I
8.	Ability to undertake physical tasks, which include walking up and down staircases, locking doors and shutters, and may include standing for extended periods, light cleaning and light lifting (e.g. setting up exhibits or displays)	E	I
9.	Ability to work with minimal supervision	E	I
10.	Friendly, professional demeanour and the ability to remain calm and composed in busy or challenging situations	E	I

Selection Criteria		Essential/ Desirable E/D	<u>Method of Assessment</u> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b>
<b>KNOWLEDGE</b>			
11.	Knowledge of basic health and safety procedures.	D	I
<b>Other</b>			
12.	Availability to work flexible hours, including evenings, weekends, and public holidays	E	A/I
13.	Interest or background in art, history, or museums	D	I
<b>The Burnley Way</b>			
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>			

**May 2025**