



Job Title: Visitor Experience Host

Reports to: Deputy Manager

Hours of work: various, including weekends and some evenings

Salary: £13.04 per hour

Key Purpose of the role: To facilitate the smooth and efficient daily running of the admissions and retail operations across York Archeology attractions.

Key Duties and Responsibilities:

Admissions

- To efficiently process visitor admissions to York Archaeology attractions.
- To deliver excellent customer service at all times through the provision of a courteous, efficient, and helpful, service to our guests and to deal with queries, compliments, and complaints, in a positive manner.
- To handle cash on a daily basis and ensure accurate, secure, and efficient procedures are carried out in line with the agreed cash handling procedures.
- To provide a high standard of housekeeping within the Admissions area by keeping the area clean and tidy.

Key Duties and Responsibilities Continued:

- To assist with the control and flow of customers entering York Archeology attractions whilst observing operational and health and safety guidelines.
- To provide information on and follow all access policies and procedures for all attractions across the group.
- To produce and process daily financial reports with regards to pre-bookings and in line with daily procedures.
- To actively up-sell all of the York Archaeology attractions, including the Pastport and events.
- To actively promote and process gift aid, and to take all relevant details correctly.
- To actively up-sell guide books.
- To assist with the varying admin functions associated with the Admissions and Retail Departments.
- To monitor stock levels of leaflets, guidebooks, till rolls, and other consumables, reporting any perceived shortages to a manager.

Retail

- To maximise retail sales within the shop and other sales areas by effective merchandising, pro-active selling on the shop floor, and to be fully conversant with till operations.
- To ensure that all retail areas are presented to the highest standards, items are fully priced, and that stock levels are maintained.
- To identify any stock requirements on a day to day basis and ensure that Retail Supervisor/Deputy Retail Supervisor is informed of any deficiencies.



Key Duties and Responsibilities Continued:

- To ensure deliveries are dealt with in the proper way: Count all stock and check against delivery note then store safely in appropriate areas.
- To safely lift stock, work at height and use trolleys.
- To offer high standards of customer care at all times, ensuring a courteous, efficient and helpful service to the public, dealing with queries in a positive manner.
- To handle cash on a daily basis and ensure accurate, secure, and efficient procedures are carried out in line with the agreed cash handling procedures.
- To assist with any stocktaking requirements.
- To process e-commerce orders as necessary.
- To clean the shop on a daily basis.

General

- To undertake and attend any training that is required, and identify any training needs to the line manager
- To ensure compliance with Health & Safety, Environmental Health and other legislation
- To assist other departments to enhance visitor experience
- To attend any meetings / training sessions outside of business hours as specified by management
- To carry out any other duties of a similar nature as maybe reasonably requested by the management



Person specification:

	Essential	Desirable
Education	Broad education with at least 5 x GCSEs or equivalent at 'C' or above, including Maths and English.	Qualifications in subject areas which reflect vocational interest e.g. leisure, tourism, Training as a trainer in relevant disciplines.
Knowledge & Experience	- Awareness of Health & Safety. - Working with, listening and responding to a wide-range of audience needs. - Substantial experience dealing with diverse group tours. - Ability to actively up sell products. - Proactive - High standards of cleanliness.	- Cash handling and using a computerised till system. - Working for a visitor attraction, heritage site or other leisure venue. - Relevant customer care training/experience. - Awareness of York Archaeology and its aims. - An understanding of Gift Aid. - An understanding of our offers. - Good knowledge of Access. - Working with an online bookings system. - Merchandising skills. - Stocktaking experience. - Processing deliveries. - Ability to balance figures and reports.

Person specification:

	Essential	Desirable
Competencies (e.g. communication, interpersonal, teamwork)	• Ability to confidently interact and engage with a wide range of people, individually and in groups, from different backgrounds and ages. • Ability to pitch our products and services to the public. • Ability to tailor sales to each individual depending on their needs and interests. • Ability to remain calm under pressure. • Ability to make each visitor feel valued. • Ability to build a rapport with customers. • Verbal and written communication skills. • Demonstrable commitment to best practice in visitor experience and developing service-centric culture. • Understanding of visitor diversity and how it relates to the role. • Ability to confidently approach customers and upsell secondary spend items at point of sale. • Methodical and conscientious in your approach to work. • Ability to manage the visitor flow into the attraction. • Good attention to detail and housekeeping skills.	•

Person specification:

	Essential	Desirable
Special Features (e.g. Travel Required)	• Must be able to work flexibly throughout the week and able to work weekends. • Physical fitness to meet the demands of the job (e.g. standing for long periods, shifting stock.) • Able to perform work outside on the queue in all conditions whilst remaining positive.	•

This Job Description is not contractual and does not define or limit the work which you are employed to do, and you may be required to do any work within your capacity which York Archaeology requires from time to time. York Archaeology may make changes to this Job Description, on either a temporary or permanent basis, at any time it is considered necessary.