

BLETCHLEY PARK

Job Description

Job Title:	Visitor Services Assistant
Team:	Visitor Services
Reports to:	Visitor Services Supervisor/s
Reporting Staff:	None
Hours:	Four days per week on a rolling rota, including every other weekend

Main Purpose:

To welcome visitors on entry to Bletchley Park through admissions and coach arrival. To support in our gift shop, multimedia station and Teleprinter Building film show area.

Person Specification:

The position requires the following skills, abilities and personal attributes:

1. Approachable, with good inter-personal and communication skills
2. Ability to work under pressure and with a smile
3. Good written and verbal skills
4. Good numeracy skills
5. Enthusiastic, adaptable, self-motivated and willing to learn new things
6. Ability to work on own initiative and as part of a team
7. Reliable, conscientious, honest and dependable
8. Courteous and helpful with a customer focussed outlook

The following experience or knowledge is essential:

1. *Able to interpret the needs of others and offer assistance where appropriate*
2. *Able to solve problems and deal with complaints in a positive and diplomatic manner*

The following skills are desirable, but not essential as full training will be given:

1. Experience working in a retail outlet, including customer service interaction
2. Experience in stock management
3. Experience in a tourist attraction or similar
4. First Aid at Work qualification
5. A knowledge of Bletchley Park and our history.

This is a uniformed post and a smart appearance is required.

Key Responsibilities:

1. To perform your duties in a way which promotes and respects the Bletchley Parks Trust Mission statement
2. To develop an understanding of our Internal and External customers and treat all visitors with respect and courtesy
3. To develop your knowledge of the Bletchley Park stories, site and visitor experience
4. To comply with all health and safety policies and procedure
5. To undertake any other duties as reasonably requested.

Admissions and Gift Shop:

1. To welcome visitors
2. To promote the Shop(s) and Museum to all visitors, in a professional and courteous manner.
3. To operate an admissions or retail till point when requested, to follow till procedures and customer service standards including:
 - a. Operating till points correctly and accurately
 - b. Handling cash and credit card payments in a secure and discrete manner
 - c. Processing and reconciling admission vouchers in accordance with Bletchley Park procedures
 - d. Supplying all visitors with the information required for their visit and issuing annual passes as necessary
 - e. Promoting and maximising Gift Aid recovery
 - f. Collecting details for our customer relationship management
 - g. Ensuring that data protection and GDPR are always adhered to
 - h. Upselling Visitor services and Bletchley Park products at admission and retail points
 - i. Performing the end-of-day till cashing-up and reconciliation
4. To monitor levels of tickets, brochures, leaflets, till rolls, carrier bags and any other relevant items and advise of the need for replenishment in a timely manner. To replenish these stocks when necessary.
5. To ensure the serving areas, retail floor, stock room and office areas are kept clean and tidy.
6. To replenish retail stock on the shop floor when necessary.
7. To complete deliveries as requested, following manual handling guidance.
8. Accurately checking of the stock received against the delivery note and reporting any discrepancies or damaged stock to a Supervisor
9. To assist maintaining the standards and displays which create the visitor experience in Block C
10. To assist in stock takes as directed.
11. To assist with the fulfilment of online and mail orders when requested including dispatching of goods in a timely and professional manner.
12. To answer all queries directed to Admissions or the Shop(s), whether by customers, colleagues or suppliers, in a courteous manner and direct the query to the Supervisor if you are unable to answer satisfactorily.

Coaches:

1. Meet and greet coach visitors to Bletchley Park
2. To pass on parking information to the coach drivers
3. To record accurate numbers and information for each group
4. To answer any queries

Multimedia Guides:

1. To service the Multi-media Guide (MMG) counter, including:
 - a. Promoting and issuing MMGs to visitors
 - b. Collecting MMGs being returned from visitors
 - c. Cleaning all MMG as per procedures
 - d. Ensuring all MMGs are charged and ready for use, or reporting any failures to the Supervisors as appropriate
 - e. Monitoring ancillary MMG equipment and reporting problems and stock requirements accordingly

Teleprinter Building:

1. To open/close the Teleprinter Building
2. To cover the film area to ensure the health and safety of our visitors
3. To keep the film area clean and tidy
4. To answer any queries
5. To support in resolving any technical issues that may occur

Conditions:

4 days per week on a rolling rota system working every other weekend.
Occasionally, evening hours will be required on special events and these will be paid at basic rate.
6 months probationary period
Company Pension scheme available.
BUPA wellbeing cash plan.
Holiday pro rata 33 days pa including statutory holidays.
Based at Bletchley Park, Milton Keynes.
2 weeks' notice either way

General:

The Trust operates a policy of compliance with the law on grounds of non-discrimination on the basis of race, colour, sex, age, nationality or disabilities.

Contact Details:

Tracy Brighten
HR Officer
Bletchley Park Trust
The Mansion
Bletchley Park
Milton Keynes
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Make a difference, be the best, value each other