

DITCHLING MUSEUM OF ART+CRAFT

Job Title: *Visitor Services, Group Visits and Venue Hire Assistant*

Responsible to: *General Manager*

Salary: *£8.50 per hour*

Hours of work: *Part time, 15 hours per week. Wednesdays and Sundays and some Bank Holidays (with occasional flexibility on days) and some additional days and evenings.*

Location: *Ditchling Museum of Art + Craft, Lodge Hill Lane, Ditchling BN6 8SP*

Start date: *immediate.*

Deadline: *Tuesday 11 September, 5pm*

Applicants notified: *Tuesday 18 September. Only successful applicants will be notified.*

Interviews will take place: *Friday 14 September*

To apply for the post, an application form must be completed and returned:

FAO Rebecca Drew, General Manager, Ditchling Museum of Art + Craft, Lodge Hill Lane, Ditchling BN6 8SP. Alternatively you can email your completed application to:

rebecca@ditchlingmuseumartcraft.org.uk with subject heading VS Assistant application.

No CVs will be accepted.

The Organisation

Ditchling Museum of Art + Craft is a small cultural venue in the Sussex village of Ditchling. It is an independent museum, registered as a charity. The museum reopened in summer 2013 following a major capital redevelopment project part-funded by the Heritage Lottery Fund. The museum tells the story of the artists and craftspeople who lived and worked in the village. Ditchling Museum of Art + Craft's permanent collection includes the work of Eric Gill, Frank Brangwyn, David Jones, Ethel Mairet, Charles Knight and Edward Johnston. The Museum receives about 15,000 visitors a year. This post will help us maximise the commercial potential of the Museum and ensure we always provide excellent visitor services.

Overall Job Purpose

As a key member of the museum's Visitor Services team you will be required to combine retail skills with visitor services. You will work closely with two other Visitor Services Assistants, managed by the General Manager, and supported by a growing team of volunteers.

This is a key customer-facing role. You will be the first point of contact for all visitors, providing them with detailed information and consistently offering a welcoming, friendly and efficient service.

You will also be responsible for the efficient and profitable running of the DMAC's beautiful shop and café. A strong drive for achieving sales targets and the confidence to approach visitors and actively sell a wide range of products is essential.

Your key responsibility, alongside providing exceptional care to our visitors and selling tickets and products, will be to support the General Manager to manage and promote group visits and venue hires. You will manage the recording of bookings and issue invoices. You will prepare rooms for hire or ensure other staff know what is required and you will welcome group visits to the Museum, organising tours or refreshments as required, or passing this information on to colleagues. You will support the team to meet weekly and monthly sales targets and complete visitor surveys.

Additionally you will assist the General Manager and Learning Manager in the delivery of DMAC events.

Principle tasks and responsibilities

Visitors:

- ➡ Learn about the museum's unique collection and programmes to welcome visitors confidently and knowledgably. Be prepared to give tours to groups.
- ➡ Conduct ticket sales and ensure that best possible customer service is offered to all visitors and customers.
- ➡ Develop strategies to increase Gift Aid uptake.
- ➡ Promote group visits to the museum and co-ordinate group bookings and venue hire.
- ➡ Prepare rooms for group bookings and venue hire and order refreshments.
- ➡ Liaise with colleagues to ensure they are updated weekly on group bookings and venue hire and update notice boards.
- ➡ Work with the General Manager to analyse visitor data and undertake surveys.
- ➡ Assist the General Manager and Learning Manager with events and openings.

Retail:

- ➡ Support the General Manager and Retail Assistants to ensure the DMAC shop meets its sales targets and always looks inviting.
- ➡ Work with the General Manager and Visitor Services team to develop strategies to increase spend-per-head and achieve or exceed monthly and annual sales targets.

Café:

- ➡ Conduct café sales, with volunteer and staff support during busy periods.
- ➡ Ensure that health and safety and food hygiene rules are rigorously followed at all times and train volunteers and other staff in this.
- ➡ Analyse buying trends and develop appropriate new catering lines.
- ➡ Manage stock levels and order supplies.
- ➡ Achieve or exceed monthly and annual sales targets.

Finance:

- ➡ Work with the General Manager to compile and report on monthly café sales and stock figures
- ➡ Work with the General Manager to ensure invoices are processed and paid.
- ➡ Count and report daily takings to the General Manager and solve discrepancies.
- ➡ Troubleshoot the EPOS system.
- ➡ Ensure tills are well stocked with change.

Communications:

- ➡ Liaise with other staff and volunteers to ensure communication channels flow.
- ➡ Update notice boards, targets and museum readings for staff.

Management:

- ➡ Attend and contribute to Visitor Services team meetings
- ➡ Liaise effectively with the Visitor Services team.
- ➡ Develop staff and volunteer Front of House rota with General Manager.
- ➡ Train and develop Front of House volunteers.

- ➡ Any other reasonable duties as requested by the General Manager and Director.

Personal specification

Essential	Desirable
<ul style="list-style-type: none">➡ Some experience of working with food/drink in a café environment.➡ Experience of working a till and handling cash.➡ Ability to deliver excellent customer service.➡ Interest in the visual arts and willingness to learn about the organisation.➡ Good level of competence in Excel, Word, Outlook.➡ Good keyboard skills.➡ Good attention to detail.➡ Excellent communication and listening skills.➡ Good planning skills to prioritise work load.➡ Willingness to develop and learn new skills.➡ Calm and professional disposition.➡ Self motivated and enthusiastic.➡ Ability to meet targets and deadlines.➡ Able to work effectively with minimal guidance and supervision.➡ Ability to work collaboratively as part of a team.➡ Willingness to accept responsibility.	<ul style="list-style-type: none">➡ Volunteer management experience.➡ Experience of using social media.➡ Experience of working in a retail environment.➡ Some experience of stock management.