



JOB DESCRIPTION

JOB DETAILS

Post Title:	Visitor Experience Assistant	Job Ref:	ORNC -
Area:	Marketing and Commercial Enterprises	Location:	Greenwich, London, SE10
Salary:	£9.75 per hour (subject to approval of proposed increase)	Status:	Full time / Part time
Hours:	Shifts will be variable and subject to operational requirements. Shifts will occur between 8am and 8pm, Monday to Sunday, including bank holidays.	Annual Leave:	25 days, pro-rata, exclusive of Bank Holidays
Reports to:	Visitor Experience and Retail Team Leader		
Staff Management:	None		
Relationships:	<ul style="list-style-type: none"> • Visitor Experience Manager • Volunteer Manager • Visitor Experience Volunteers • Head of Visitor Experience and Commercial • Box Office Coordinator • Buying and Merchandising Coordinator 		
Role Purpose:	<p>Main Purpose:</p> <p>To deliver admissions, retail, and visitor experience services to the highest possible standard.</p> <p>Delivering exceptional experiences as an extraordinary cultural destination is at the heart of everything we do at the Old Royal Naval College. The Visitor Experience and Retail Team is often the first contact people have with the Old Royal Naval College, and as such, the role is essential for ensuring a warm, engaging welcome, facilitating people to get the best possible experience in their visit, and ensuring we deliver our ambitious target of over £1.8 million income on opening. This role will also work closely with our onsite catering partner to ensure the visitor offer is seamless.</p> <p>As this role crosses many facets of the Old Royal Naval College, including retail, admissions, and visitor experience, it is highly varied and requires a high-level of initiative, self-motivation, and interpersonal skills.</p>		

Amendment requires CEO/Director authorisation and Head of HR's final approval
 Last Updated: 28/8/18

RESPONSIBILITIES

1. Particular to this post:

1.1 Engaging with Visitors and Colleagues

- 1.1.1 Proactively welcome all visitors to the Old Royal Naval College. Emphasis is on providing a warm and engaging welcome that provides information and guidance to enhance the visitor experience.
- 1.1.2 Actively drive the commercial activity of the ORNC by selling tickets and retail products to customers, endeavouring to create a smooth and simple transaction for all visitors, and to meet revenue targets and KPIs.
- 1.1.3 Actively encourage donations from visitors
- 1.1.4 Support visitors to learn and engage with the site through a variety of methods, including using the interactive interpretation tools
- 1.1.5 Consistently provide a high level of customer care, taking time to understand individual needs, and maintaining an adequate level of training and knowledge to meet these needs.
- 1.1.6 Answer queries regarding bookings, events and offers, and retail products.
- 1.1.7 Work with colleagues from other areas of the organisation to support the effective promotion and smooth running of events, school programmes, and other public activities.
- 1.1.8 Support audience research initiatives and actively encourage visitor feedback.

2.1 Retail and Ticketing Operations

- 2.1.1 Be responsible for ensuring that all Visitor Welcome and Sales areas are presented to the highest standard, including the Front Desk, Admissions points, Retail areas, and other Public spaces.
- 2.1.2 Make sales to customers, operating tills competently and confidently.
- 2.1.3 Ensure that all money, stock, and equipment are handled securely at all times, and in line with agreed procedures. Carry out cashing up twice daily, accurately recording results, and notify the Retail and Admissions Manager of any discrepancies.
- 2.1.4 Ensure the security of the premises by following set procedures and reporting anything that may compromise the security of assets or people to the Security Team immediately.
- 2.1.6 Assist in the emergency procedures of the site, including administering first aid, and acting as fire marshals when required.
- 2.1.8 To follow opening, closing, and cashing up procedures.

- 2.1.9 Understand and respond to targets and KPIs.
- 2.1.10 Answer box office enquiries and group booking requests.
- 2.1.11 Be responsible for the accepting of retail deliveries, checking and recording the receipt of items, and recording discrepancies when required.

2.2. Personal Development and Training

- 2.2.1 Remain up to date in knowledge of visitor offer, retail products, events, and other organisational operations by:
 - a. Attending morning briefings on days of work
 - b. Attending team meetings and actively participating in discussions
 - c. Reading team newsletters
 - d. Actively participating in individual discussions with the Retail and Admissions Manager and Supervisors
 - e. Attending staff and volunteer briefings.
- 2.2.2 Maintain a good level of knowledge of the content and interpretation in the Visitor Centre, and a good level of knowledge about the history of the Old Royal Naval College, the World Heritage Site, and Greenwich, in order to provide visitors with this information when required.
- 2.2.3 Actively engage in development discussions with the Retail and Admissions Manager and seek professional development opportunities in line with agreed goals.

2.3. Other duties

- 2.3.1 Support the ambitions of the Old Royal Naval College by achieving targets and KPIs, and by actively engaging with fundraising campaigns.
- 2.3.2 Take care of your personal health and safety and that of others and report any health and safety concerns. Ensure proactive compliance with ORNC H&S Policies, including risk assessments as required and implementing safe systems of work.
- 2.3.3 Maintain a high level of personal appearance and adhere to the uniform policy of the organisation
- 2.3.4 Cover shifts in cases of staff absence or illness.
- 2.3.5 Any other duties as reasonably requested by the Manager

2. **In common with all staff:**

- 2.1 Support the organisation to:
 - Make the Old Royal Naval College (ORNC) an attractive place to work so that it can recruit and retain the best staff.
 - Support the delivery of the ORNC's mission and values.

- 2.2 To support collective leadership, knowledge sharing and relationship building across the organisation.
- 2.3 Actively work to ensure all activities incorporate the principles and promotion of equality, diversity and inclusion.
- 2.4 To work creatively with a range of different stakeholders to promote and enhance the work of the ORNC.
- 2.5 Comply with all financial, health and safety, and employment regulations and procedures.

3. General

- 3.1 To work co-operatively with ORNC personnel, including providing cover during absence as may be requested by the Line Manager or other delegated personnel.
- 3.2 Fulfil the requirements of the ORNC's equal opportunities policy and procedures and implement good principles and practices within the context of the job, daily.
- 3.3 To undertake any other duties as appropriate that are commensurate with the post as may be determined from time to time by the Line Manager, or above.
- 3.4 It should be understood that this job description may change as the organisation develops following discussion and agreement with the post holder. The post holder will have full opportunity to discuss and be active in changes or developments.

4. Professional Responsibilities

- 4.1 To avoid any action or behaviour which may conflict in any way with the organisation's values or which may bring the ORNC into disrepute.
- 4.2 Observe good professionalism and treat stakeholders and colleagues with courtesy, respect and dignity, always.
- 4.3 To act in accordance with the organisation's current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of professionalism.
- 4.4 To develop and maintain the range of skills appropriate to the post and to keep up-to-date with good practice, publications and issues relating to your area of work or the organisation as a whole.
- 4.5 To maintain, sensitive and confidential information securely, in accordance with the Data Protection Act 2018.
- 4.6 To develop and maintain appropriate boundaries of confidentiality in relation to employees, volunteers, and any other person(s) that may be concerned with the organisation's business.

- 4.7 To participate as an employee of the organisation, by being available for staff and other meetings as required.
- 4.8 To ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means. To attend appropriate training (workshops, courses / conferences and other appropriate events), as agreed with the Line Manager or above.

Name:	
Signed:	Dated:
Employee	
Name:	
Signed:	Dated:
Head of HR – People & Talent	
(On behalf of the Chief Executive, The Royal Naval College / The Greenwich Foundation)	



PERSON SPECIFICATION

Visitor Experience and Retail Host

The Royal Naval College (The Greenwich Foundation) is committed to making appointments on merit by fair and open processes; taking account of equality, diversity inclusion.

	Essential	Desirable
Experience, Skills and Knowledge		
Previous experience working in a customer service and cash handling position in a visitor-serving cultural organisation desirable.		✓
Determined and results-focussed, with a track record of achieving targets.		✓
Ability to work effectively in small teams, quickly building positive working relationships.	✓	
Exceptional customer care skills.	✓	
Flexibility to work weekends, bank holidays, and occasional	✓	

evenings.		
Good presentation, communication, listening and interpersonal skills.	✓	
An interest in tourism, history, architecture, art, or visitor experience is desirable.		✓
A working knowledge of a foreign language would be useful.		✓
Highly developed presentation skills.	✓	
Personal Qualities	✓	
To demonstrate commitment to the organisation's values.	✓	
A commitment to professionalism.	✓	
Is supportive and encouraging of other team members.	✓	
Is committed to achieving the goals of the department and of the ORNC.	✓	
Is approachable and ready to assist others.	✓	
Is proactive and gets things done in a positive manner.	✓	
A transparent way of working.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Excellent written and oral communication skills.	✓	
Able to maintain productive working relationships with external and internal contacts and providers.	✓	
Ability to work autonomously with limited support.	✓	
A logical thinker with strong problem solving skills.	✓	
Ability to reach decisions and judgments based upon balanced assessment of the technical, business and human factors involved.	✓	
Accurate with strong attention to detail.	✓	
Calm under pressure, flexible, friendly and helpful.	✓	
Discreet with an understanding of the need to maintain confidentiality.	✓	
Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post.	✓	
Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined.	✓	

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The organisation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.

Our Values

This is a truly exciting time to be part of the organisation – we are embarking on our most ambitious transformation to become an extraordinary cultural destination. We are doing this by exemplifying our values of **Bold | Embracing | Resourceful | Imaginative**.

BOLD	We're proud of what we have and confident to shout about it. We're adventurous with our offer and we lead our partners for everyone's benefit
EMBRACING	We're warm and approachable, welcoming diverse people and ideas, and creating a positive, nurturing environment
RESOURCEFUL	We're flexible in our approach, resilient and responsive to new opportunities
IMAGINATIVE	We make inventive use of our resources to realise our potential

With a dynamic new Chief Executive and a highly engaged Board, we are looking to attract a small number of passionate and talented people capable of driving our organisation to its aspiration. We are looking for people who want to deepen and strengthen their own already excellent skills, to join our talented and engaged team.

Supplementary Information

About the Old Royal Naval College (ORNC)

We are one of London's most popular visitor attractions at the heart of the Maritime Greenwich World Heritage site, welcoming 1.5 million visitors annually.

The Old Royal Naval College was established in 1997 as a charity to conserve the magnificent Baroque buildings and grounds for present and future generations and to provide opportunities for wide and diverse audiences to enjoy and share its significance.

The site is of recognised significance locally, nationally and internationally due to the nature of its architecture, above and below ground, and its position within the UNESCO Maritime Greenwich World Heritage Site. The site is an intrinsic part of the townscape for local people and operates as a significant tourist destination; 1.2 million people visit the site each year.

Our ambition is to become an extraordinary cultural destination which inspires local pride and world-wide acclaim – a place which creates rich and memorable cultural experiences. We inspire and engage the public in heritage and creativity. We conserve and protect the Old Royal Naval College for the nation.

Our strategic objectives are to create and encourage:

- **Exploration:** engage visitors via a site-wide historic, architectural and spiritual experience.

- **Spectacle:** inspire the public via a stimulating artistic programme.
- **Stewardship:** conserve the fabric of our buildings, grounds and archaeology.
- **Independence:** grow a cultural business which secures our sustainable future.

The Old Royal Naval College comprises a number of heritage attractions and conference / event venues, namely: The Painted Hall, The Chapel of St Peter & St Paul, Visitor Centre (Pepys Building), learning spaces including the Clore and the Mews schools room, Admiral's House, Skittle Alley & Ripley Tunnel, and Queen Mary Undercroft. The grounds and visitor routes including points of interest / photo opportunities.

What we do

We are a heritage attraction, a place of worship, learning space, retailer, concert venue, film set, picnic venue, entertainment space, conference venue, wedding venue, exhibition space, performance space, and we have a pub / bar / restaurant. Our offer covers the daytime and night time economy. Our engagement programme ensures that visitors enjoy and have memorable experiences here and includes tours, talks, 'Late' events, recitals, concerts, family activities, debates, festivals and markets. We are a space for local people, students of the University of Greenwich and Trinity Laban, and tourists from the UK and worldwide. Everything we do is guided by our values bold, imaginative, embracing and resilient.

For a general overview of the work of the Old Royal Naval College (ORNC), please visit our website at: www.ornc.org