JOB OUTLINE	
JOB TITLE: Visitor Services Officer	**JET CODE: 6810**
DIVISION: Communities & Partnerships	
SERVICE/BUSINESS UNIT: Customer Services	
REPORTING TO: Museums Officer (East or West)	
RESPONSIBLE FOR: Museum Assistants	

JOB PURPOSE:

To assist in the development and delivery of Museum services across East Lothian, maximising efficiency of service delivery within specific standards and in accordance with the Council's policies and plans with a commitment to achieve best value.

MAIN DUTIES:

Supervise and monitor the day-to-day delivery of front line Museum services in the East or West cluster in accordance with efficient and effective working practices.

Provide advice and support to partner community museums.

Supervise the Museum Assistants and volunteers, including training and performance and review (PRD).

Plan daily and monthly staffing requirements to meet customer demand, annual leave, and other absence in accordance with East Lothian Council corporate policies and procedures.

Open and secure designated buildings and be available for call outs in the event of intruder and fire alarm calls

Deal with customer enquiries, resolving where possible at the first point of contact or referring to the most appropriate officer to resolve.

Ensure the safety of visitors to the museum, undertake regular safety, security and fire checks for all areas.

Oversee the day to day operation of shops and cafes.

Undertake serving duties in Shops and Cafes.

Record and bank revenue from shops and cafes sales.

Manage the selection, purchase and ordering of stock, in conjunction with the Museums Officer (East or West).

Report any property maintenance faults to Property Maintenance, etc.

Assist in the planning, preparation, promotion and delivery of learning and engagement programmes and resources, including events, workshops and activities.

Assist in the development, preparation, promotion and installation of exhibitions and displays.

Order equipment and resources using the PECOS (Online Procurement system).

Contribute to the development of policies, procedures and strategies relating to the Museum Service and ensure effective and efficient implementation.

Maintain awareness of developments in national policy, best practice, and a detailed working knowledge of all relevant legislation in order to ensure that the Council's policies and practices conform to statutory provisions.

Contribute to the work of the Museum Services Team and to support other members of that team, as and when required.

Contribute to the development of services available, in line with changing demands, targets, quality assurance standards and feedback, to ensure the delivery of an effective, efficient and high quality service to both internal and external stakeholders.

Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.

Participate on internal and external working groups, as required.

Support a culture of continuous improvement using management information and customer feedback.

Assist in the management of procedures relating to the health and safety of staff, customers and visitors to and Museums, in accordance with the Council's Health and Safety Policy and legislative requirements.

Promote a positive image of Museum Services by providing excellent Customer Care.

Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest standards.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Educated to 'Higher' level, NC or SVQ level 2 and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

This role requires **PVG clearance** for regulated work with children. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

None.

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to 'Higher' level, NC or SVQ level 2 and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. As you are required to travel to manage a workload, you must hold a current driving licence **and/or** have access to a vehicle. This role requires **PVG clearance** for regulated work with children. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.	HNC/SVQ3 in relevant subject. Customer Service Professional Qualification – Certificate Level.
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer services or retail environment.	Experience of supervising staff. Experience of working with volunteers. Experience of delivering guided tours, co-ordinating school visits and events. Experience of updating websites and social media. Experience of facilities management. Experience of working in the museums or heritage sector. Knowledge of local history.

Knowledge/ Skills /Competencies	Understanding of effective customer care. Understanding of the diverse needs of customers. Awareness of equalities and diversity. Effective verbal and written communication skills. Effective organisational and time management skills. Skilled user of Microsoft Office Suite such as Word, Excel, Outlook etc.	Knowledge of the school curriculum.
Personal Qualities	Ability to work to a high degree of accuracy, paying close attention to detail. Ability to use own initiative. Ability to multi-task. Ability to investigate and resolve problems. Ability to prioritise work under pressure and to meet deadlines. Ability to work flexibly as part of a team. Ability to manage effective relationships with tact and diplomacy. Ability to deal sensitively with individual customers, including the need to maintain confidentiality.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	