



Visitor Experience Assistant Job Description

Job Title: Visitor Experience Assistant
Department: Visitor Experience, Warwick Arts Centre
Responsible to Assistant Visitor Experience Managers, Duty Manager and Operations Assistants

Pay rate: FA1 - SP9

Job Purpose: Our Visitor Experience Assistants deliver exceptional service to all visitors at Warwick Arts Centre, ensuring they have an enjoyable, memorable and first class experience.

As part of the Visitor Experience team, you will be responsible for working across all our visitor services areas, whilst ensuring a safe environment is maintained. You will work collaboratively with the team to ensure the safe and smooth running of all events, responding promptly and appropriately in the event of an unplanned situation. You will be knowledgeable and approachable in order to assist visitors with any queries or signposting in the auditoria's, box office front desk and foyer spaces.

From checking tickets, to invigilating artwork, to selling snacks, drinks, ice cream and merchandise, we always aim for our visitors to have a magical experience they'll remember.

Main duties

Visitor Experience

1. To embody our visitor experience model (SPARKLE) and provide exceptional service to all visitors including audiences, staff, delegates, and local workers
2. To cover all visitor service areas, including doors on the auditoria, cloakroom, pop up snack stations, ice cream sales points, gallery, meet and greet, parking, box office front desk to deal with general or welcome based enquiries
3. To be an ambassador for the business, knowing that you represent Warwick Arts Centre and that your interactions with visitors will leave a lasting impression
4. To demonstrate an up to date knowledge of the events schedule and building activities in order to provide visitors with relevant information, pointing them in the right direction and recommending similar performances/events at Warwick Arts Centre
5. To run and attend briefings in order to relay information to visitors accurately and position/assign staff locations as required
6. To demonstrate product knowledge of food and drink on offer (training will be provided) and be familiar with prices, discounts, promotions, memberships and other Warwick Arts Centre schemes



7. To proactively sell a range of items including (but not limited to) food, beverages, ices, programmes and merchandise and (re)stock areas as required
8. To accurately and efficiently operate EPoS/till systems and PDQ/card terminals in order to accurately process transactions
9. To maintain accurate paperwork when on shift, such as sales logs, H&S logs, lost property etc
10. To be driven by commercial targets and Key Performance Indicators (KPIs) in order to maximise the theatre's potential revenue, which supports Warwick Arts Centre's charitable targets and activities such as merchandise, pop ups, donations etc
11. To demonstrate good communication skills and ensure relevant information is shared within the Visitor Experience Team, and beyond, with other key departments and roles within the venue
12. A commitment to developing and implementing equality, diversity and inclusion principles through your work
13. Going above and beyond for those with disabilities and/or additional needs, bearing in mind that needs and requirements are not always visible
14. To invigilate artwork and engage confidently with visitors about artworks, artists, and exhibitions
15. To have a meticulous eye to ensure the highest standards are in place at all times, with areas clean and clear and ready to use
16. To carry out a thorough pick up at the end of each performance, placing any rubbish in the appropriate area
17. To assist in the set up, delivery and break down of activity and events as required
18. Escalate a situation accordingly should it require the attention of a Duty Manager
19. To feedback general and visitor comments to the Duty Manager on shift
20. To be transit-seat trained, know how to operate the stairlift and assist the wider Operations team with venue/seat moves as required
21. Opportunity to qualify as a First Aider if this is of interest in order to assist with First Aid incidents and administer First Aid when on the job

Finance and Administration

1. To follow correct financial procedures and ensure that standard University financial regulations, policies and practices are adhered to at all times
2. Adhere to and implement the guidelines, procedures and policies of the company as detailed in the staff policies (available from the staff handbook)
3. Undertake all mandatory training and e-learning
4. Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work and abide by the procedures set out in the Health & Safety Policy



5. Be aware of, and comply with, rules and legislation pertaining to data security and GDPR, at work and abide by the procedures set out in the Data Protection Policy
6. To demonstrate an understanding of, and adherence to, our safeguarding policy, including a duty to report any issues of concern

General

1. To be a competent IT user able to use and quickly learn different systems and packages
2. To work as required (in line with our live programme and building activity), as well as unsociable hours including evenings, weekends, customary and statutory days
3. Any other duties commensurate with the grade of the role
4. To be an ambassador for Warwick Arts Centre both on and off duty, supporting and embracing our vision, mission, and brand values
5. To lead by example and identify and promote best practise and to undertake any training as required by the post
6. To be a proactive, positive, willing and flexible member of the team supporting Warwick Arts Centre to meet its objectives and vision
7. To understand, adhere to and promote University of Warwick and Warwick Arts Centre policies and procedures
8. To demonstrate an understanding of, and adherence to, our fire, evacuation, and emergency procedures, including a duty to report any issues of concern
9. To provide support to the Duty Manager in all aspects of safety, security, emergency, and evacuation procedures as required and to assist in training other staff where appropriate to include (but not limited to)
 - i. Ensuring fire exits and routes are clear at all times
 - ii. Leading visitors to safety in the event of an evacuation, lock down or security incident
 - iii. Maintaining a good knowledge of all health and safety policies and procedures and be confident in executing these
 - iv. Reporting and resolving visitor incidents swiftly and efficiently (with support from the Duty Manager)
10. To promote and comply with Warwick Arts Centre policies on equal opportunities, uniform and health and safety, both in the delivery of service and in the treatment of others.

Person specification

Essential

1. Minimum GCSE English and Maths or equivalent
2. Ability to assist all visitors in a friendly, confident, and efficient manner
3. Good customer service, communication, interpersonal and numeracy skills
4. Reliable, professional approach, with excellent time keeping and positive 'can do' attitude
5. Ability to prioritise tasks when under pressure and juggling priorities
6. Excellent attention to detail



7. Solution driven approach to all tasks with an ability to problem solve proactively
8. Good knowledge and understanding of Health and Safety and evacuation policies
9. Ability to work well under pressure, whilst keeping calm and focused
10. Genuine interest in and regular attender of the Arts
11. To have experience in a visitor facing role and a track record of delivering exceptional service
12. Experience of working collaboratively and in a team

Desirable

1. To have experience in a visitor facing role in an Arts environment
2. Experience cash handling and reconciliation
3. Experience of operating an EPOS system or ability and willingness to learn to use a new operating system
4. First Aid qualification

Other information:

Evening, weekend and bank holiday working required.

Flexible schedule that allows shifts to be tailored around the live programme and building activities.

Ability and willingness to be an ambassador for Warwick Arts Centre.