

Job Description and Person Specification

Visitor Experience Assistant

Location: Central London

Salary: £12 per hour

Reports to: Visitor Experience Manager

Duration: Part-time contracts

Context

A fantastic opportunity has arisen for Visitor Attraction Assistants to join our brand new team at Twist Museum - a trailblazing concept that marries deep immersive experiences with the education of a museum, incorporating elements of the most successful visitor attractions, from science, technology and learning to fun escapism.

Focusing on the mind, with perception bending displays that help explain how we see and understand the world, our audience will be those interested in fun and educational approach to appreciating our mind with young people and families alike enjoying the high-design concept.

Key Responsibilities

- To implement the highest standards of customer service across the visitor experience.
- Represent the Museum to all visitors and be responsible for the public face of the museum in line with policies.
- Proactively welcome visitors in a warm, friendly and open manner and answer any questions they might have.
- Provide excellent levels of engagement towards all visitors.
- Proactively assist in the management of crowded areas and queues, ensuring good visitor flow.
- Respond confidently and appropriately to visitor enquiries, comments, complaints and access requirements.
- Monitor and maintain the security of the building and safety of the public. Report any suspicious activity or possible security threats as soon as possible.
- Undertake training, maintain a good working knowledge and implement all Venue Policies and Procedures, ensuring compliance with all legal regulations.
- Assist in the evacuation of the venue in the event of a fire, security alert or other emergency in accordance with stated procedures. Maintain an up-to-date knowledge of emergency procedures.
- Maintain a positive attitude towards risk management at all times. Identify any safety or security issues quickly and efficiently.
- Monitor the general cleanliness and tidiness of the public areas within the building.
- Process cash and card transactions using the EPOS system, in accordance with the specified



cash handling procedures.

- Keep shop merchandise in stock, organized, and displayed/stored appropriately.
- Undertake administration duties such as updating mailing lists and responding to general visitor enquiries received by phone and email.

Person Specification

- Track record of helping deliver an outstanding customer experience (preferred).
- Customer-facing experience in a retail, cultural or leisure environment (preferred).
- Excellent communication skills.
- Excellent interpersonal skills.
- Good team player.
- Positive and proactive approach.
- Keen attention to detail in all aspects of work.
- Excellent time management and organisational skills.
- Passionate about ensuring an outstanding customer visitor experience.
- Ability to follow all policies and procedures.
- Flexible approach to work and hours including weekends and bank holidays.

How to apply

We are committed to equal opportunities and diversity therefore all qualified applicants will receive equal consideration for employment.

Applicants are invited to apply in confidence by submitting a CV together with a covering letter indicating how their knowledge and experience match those specified.

Please email your application, in confidence, to:

Celine Richman, celine@twistmuseum.com.

Please don't hesitate to email in advance of your application with any queries or requests for further details. NO AGENCIES PLEASE.