



Job Description and Person Specification

Visitor Experience Assistant

Position: Visitor Experience Assistant
Reports to: Visitor Experience Manager
Contract: Permanent, minimum 30 hours per week or 12 hours per week
Location: Oxford Street
Salary: £13 per hour

Context

A fantastic opportunity has arisen for Visitor Experience Assistants to join our 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 a fun and educational approach to appreciating our mind with young people and families alike enjoying the high-design concept.

The way you see things

The way you see things and explain them and help visitors look at things differently will make their experience with us. It ensures that every interaction makes people look and think again about the world around us.

While we present illusions, we hope it will prompt our visitors to look at things differently, and to explore the science behind what they see.

This role is central to delivering our vision to visitors and we do this through working to our shared values.

Extraordinary Experience

We prioritise the visitor journey from start to finish, ensuring every interaction is meaningful and memorable. By embracing creativity, we enhance the customer experience and celebrate the power of personal stories to delight and engage. Our goal is to consistently inspire that "Wow!" moment, leaving our visitors eager to return.

Enchanting Surprise

We are dedicated to creating remarkable experiences that captivate and engage our visitors. By embracing innovation and a forward-thinking approach, we strive to consistently astonish both our audiences and ourselves with imaginative illusions that leave a lasting impression.

Engaging Learning

We believe that learning is an enjoyable experience. Our museum spaces blend science and education in engaging ways, making exploration fun and interactive. By bringing the science and philosophy of perception and illusion to life, we encourage active learning through hands-on experiences.

Key Responsibilities

- 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 provide information related to the Museum, exhibitions, retail offer and services
- Provide excellent levels of engagement towards all visitors through active, friendly, helpful and informative customer service.
- Respond confidently and appropriately to visitor enquiries, comments, complaints and access requirements.
- Follow allocation scheduling to maintain visitor flow and ensure great customer service.



- Proactively assist in the management of congested areas and queues, ensuring good visitor flow.
- Monitor and maintain the security of the Museum, safety of fellow workers and the public.
- Assist in the evacuation of the Museum 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.
- Always maintain a positive attitude towards risk management. Identify any safety or security issues quickly and efficiently.
- Monitor the general cleanliness and tidiness of the Museum and support with minor related tasks.
- Actively drive merchandise and food and beverage revenue through product knowledge, demonstration and recommendation as well as add-on sales.
- Keep retail products in stock, organised, and displayed/stored appropriately to ensure proper presentation of the merchandise and maximise sales opportunity.
- Process transactions using the EPOS system, in accordance with the specified cash handling procedures.
- Assist with stock management tasks including stock takes.
- Support the automated photography service and actively promote photo purchases to maximise sales opportunities.
- Actively encourage guests to review and share their experience through online platforms.
- Assist with flyering to promote the Museum in proximity of the venue.
- Assist at special functions, events and visits.
- Conduct guided tours and workshops.
- Perform business related ad-hoc duties and tasks as requested by the management team.
- Undertake training, maintain a good working knowledge and implement all Museum Policies and Procedures, ensuring compliance with all legal regulations.

Person Specification

- Track record of helping deliver an outstanding customer experience (preferred).
- Customer-facing experience in a retail, food and beverage, 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.
- Subject to satisfactory clearance from an Enhanced Disclosure and Barring Service (DBS) check.
- Eligible to work in the UK.

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