

## JOB DESCRIPTION – Visitor Services Assistant

**Reports to:** Visitor Services Manager

**Salary:** £9.50 per hour

### SUMMARY OF ROLE

To provide an excellent level of service to visitors of Plymouth Pavilions, whilst ensuring their safety and wellbeing, whether working in the Arena or one of the numerous retail outlets including Cafés, Bars, Cloakrooms or Reception areas.

### PRINCIPAL RESPONSIBILITIES

1. To ensure visitors experience the highest level of care and satisfaction.
2. To ensure operation within departmental specific procedures, including cash handling.
3. To ensure the health and safety of all visitors.
4. To ensure Emergency Procedures are adhered to.

### PRINCIPAL TASKS

1. To greet visitors on arrival, check tickets, and direct them to their seats or chosen area.
2. To sell alcohol, food, ice creams, programmes and merchandise.
3. To operate a visitor facing cloakroom facility.
4. To where possible, resolve visitor issues, and where necessary escalate these to a senior member of the team for resolution and monitoring.
5. To retain a cash float and operate all tills in line with cash handling procedures, ensuring sufficient availability of change prior to known busy periods.
6. To maintain a high standard of hygiene and cleanliness within all working areas, in particular those required by Food and Hygiene regulations.
7. To maintain and display fully stocked areas and ensure product rotation.
8. To transfer stock from storeroom and cellar to designated areas as required.
9. To keep a correct record of any stock wastage.
10. To be responsible for the sorting and disposal of all product packaging from visitor facing outlets.
11. To ensure that any purchases 'on account' are signed for, and that all other purchases are paid for at the correct prices.
12. To contribute towards the maintenance of efficient and clean equipment.
13. To serve liquor in accordance with the Weights and Measures Act 1963.
14. To be conversant with Health and Safety policies, and report immediately to the Management Team any situation that is likely to be a hazard to visitors or staff, specifically blocked fire exits, faulty lights or dangerous floor surfaces.
15. To be conversant with all Emergency Procedures and play an integral role in the case of an evacuation.
16. Any additional duties deemed reasonable by the Visitor Services Manager in relation to the role.

## PERSON SPECIFICATION – Visitor Services Assistant

	Criteria	
	Essential	Desirable
<b>Skills</b>		
<b>General</b>		
Excellent customer service skills.	✓	
Good organisation skills.	✓	
Good numeracy skills, in relation to cash handling.	✓	
An ability to work well as part of a team.	✓	
<b>Communication and Interpersonal Skills:</b>		
An ability to deal with visitors whilst under pressure in an effective manner.	✓	
An ability to speak clearly and effectively, demonstrating good communication skills with a wide and varied clientele.	✓	
An ability to deal with visitors with varying disabilities in a sensitive and caring manner.	✓	
An ability to fit into the team and develop effective and supportive relationships with colleagues.	✓	
<b>Information Handling:</b>		
An ability to communicate and explain to visitors rules and regulations pertaining to various events at Plymouth Pavilions.	✓	
<b>Administrative Skills:</b>		
Accurate record keeping.		✓
Good numeracy skills especially in relation to cash handling.	✓	
<b>Knowledge &amp; Qualifications</b>		
A knowledge of, and keen interest in, live entertainment.		✓
A knowledge and understanding of Health and Safety procedures.		✓
<b>Experience</b>		
Experience of working in an entertainment and food and beverage environment.		✓
Experience of working in a predominantly customer facing role.	✓	
Experience of operating a till.	✓	
Experience of handling customer complaints.		✓
<b>Personal Attributes</b>		
Positive and proactive 'can do' approach to work.	✓	
Excellent time keeping.	✓	
Polite, courteous, friendly, approachable, honest and reliable.	✓	
Inspire confidence in staff, colleagues and patrons.	✓	
Flexible and adaptable approach to working hours and the duties of the post.	✓	
Smart appearance.	✓	
Enthusiastic and committed to work.	✓	
Willingness to learn and take instruction.	✓	
Ability to work to a rota which includes evenings, weekends and Bank Holidays.	✓	