National Museums Scotland

Recruitment Pack

Visitor Experience Assistant
17.5hr per week

National Museums Scotland

Visitor Experience Assistant, 17.5 hour per week

£20,434 pro rata per annum (based on full time equivalent of 37 hours) plus membership of Civil Service pension scheme

Permanent, Part-time

We currently have vacancy based at the National Museum of Scotland. Your role will be working front of house, meeting and greeting visitors and helping them to have a great visitor experience.

Previous experience of delivering high quality service to others is desirable, but more important to us is your confident, friendly and visitor focused disposition.

This role will be working on a part time basis of 17.5 hours per week. The post holder will work 5 days over 7 on a rotational basis. A sample rota can be found at the end of this document for your information.

There may be additional roles available with more hours, all on days over 7 rotational basis, **please state on your application if you would be interested in additional hours or not**.

You are provided with a job description and person specification for further detail about the post.

Applications should be submitted via https://www.nms.ac.uk.

The closing date for completed applications is **4 January 2022 at 13.00**. Please state reference number NMS21/68. It is anticipated that the selection event will take place on **12 & 14 January 2022** via Microsoft Teams online.

***Please note that CVs are not considered as part of applications and will not be forwarded to the shortlisting process*.**

National Museums Scotland is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs at National Museums Scotland are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who think they have the required skills and can make a contribution in this key role.

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JOB DESCRIPTION

Post Title: Visitor Experience Assistant		
Department: Visitor Experience	**Section:** National Museum of Scotland / National War Museum	
Directorate: Visitor Experience	**Grade:** 7	**Hours:** As per contract (5 over 7 roster)

Purpose of post:

To ensure, through providing exceptional standards of visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with the collections, and have a safe and enjoyable visit to the Museum.

Key responsibilities:

- To be proactive, approachable and visitor focussed in being ready to offer support, directions and assistance to visitors.
- Be visible at all times, maintaining a consistent, engaging and professional manner in pursuit of the provision of a high quality customer service that is visitor experience-focussed.
- To promote and support a broad range of public programmes, exhibitions and events e.g. facilitating group visits and learning events for a wide range of visitors.
- To engage proactively with visitors responding to their needs as appropriate, including being able to answer a diverse range of questions and enquiries.
- To be security conscious and alert, ensuring in depth knowledge and implementation of all museum security procedures to safeguard the collections and visitors. This includes observation, daily gallery checks for assigned areas and providing first response to incidents.
- To develop and maintain an appropriate level of knowledge of the Museum's collections, displays, objects and stories, and activities in order to assist visitors.
- To facilitate in the selling of tickets and guidebooks, and any other business initiatives, including proactively encouraging visitor donations through donation boxes and GiftAid.
- To deal with enquiries and provide information whether in person, by telephone or other means
- To ensure familiarity with organisational procedures and follow them as required.
- To ensure the public spaces within the museum are always maintained to the highest standards of presentation and taking action where necessary.
- To be committed to good health and safety and access practice and ensure familiarity with NMS Health and Safety policies, procedures and guidelines

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Expected outcomes:

- Improved standards of customer care and display presentation
- Increased visitor satisfaction from their museum experience(s)
- Increased positive feedback from our visitors regarding the visitor experience
- Increased opportunity to promote Museum activity (learning programmes, events and exhibitions) and services and thus potential to increase income
- The museums entrances, exits, galleries, collections, grounds and buildings are safe and secure at all times.

Reports to:

Visitor Experience Team Leader

Facts and Figures:

Budget: None

Staff Managed: None

Other: 2.5 million visitors across all sites

Thinking Skills: (Judgements/decisions made)

- Know when to approach visitors and offer assistance
- Know how to evaluate and respond sensitively to the specific needs of visitors
- Know how to resolve incidents to a satisfactory outcome
- Know when to seek assistance and advice from other team members.

Communication and Contact:

Internal: (as appropriate for each site)
Team members, Visitor Experience Managers, Administration staff, Learning & Programmes staff and in particular Enablers, Displays team, Curatorial Staff & Volunteers.

External:
A wide range of visitors, external partners and customers

Most challenging parts of the job:

- Providing an upbeat, attentive, welcoming visitor service to all visitors at all times.

- Presenting the Museums' collections, galleries, buildings, grounds, exhibitions and services to a wide range of visitors with varying backgrounds, languages and levels of education
- Responding to, and resolving incidents to a satisfactory outcome
- Maintaining excellent customer service in challenging circumstances e.g. large groups, potentially dissatisfied visitors, competing priorities, etc.
- Assisting with the safety and security of the buildings, grounds, collection, visitors and staff whilst engaging with visitors
- Being flexible when day-to-day operations are altered by work schedules, programmes and changes to the rota.
- Being able to respond effectively to varied questions and queries from visitors.

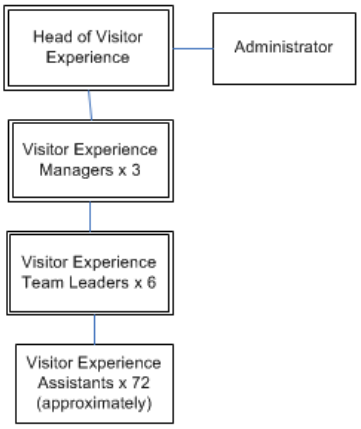
Other Requirements, e.g. multi-site working, on call, etc.

- Work to a systematic rota that includes weekend working
- Overtime work is voluntary, however there may be occasions when overtime work is required e.g. emergency situations

Wear a supplied uniform and identification badge.

Organisational Chart: National Museum of Scotland

Visitor Experience, National Museum of Scotland



Site Specific Requirements:

- Work to a systematic rota including weekend working
- Operate museum security and fire alarm systems
- Assist with special events

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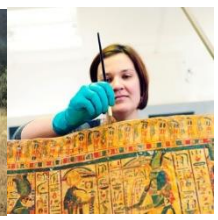
Example Working Rota 17.5 hours

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF	OFF
Week 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	OFF	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15
Week 3	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF	11.15 - 15.15
Week 4	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF	OFF	11.15 - 15.15	11.15 - 15.15
Week 5	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF	OFF	11.15 - 15.15	11.15 - 15.15
Week 6	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	11.15 - 15.15	OFF	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15
Week 7	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF
Week 8	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	OFF	OFF
Week 9	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	OFF	11.15 - 15.15	11.15 - 15.15	OFF	11.15 - 15.15	11.15 - 15.15
Week 10	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Break Cover							
VEA 1	11.15 - 15.15	11.15 - 15.15	OFF	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15	11.15 - 15.15



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PERSON SPECIFICATION

Post Title: Visitor Experience Assistant		
Department: Visitor Experience	**Section:** National Museum of Scotland	
Directorate: Visitor Experience	**Grade:** 7	**Hours:** 17.5 Break Cover 5 over 7

Knowledge	**Essential or desirable**	**Evidence assessed by**
Educated to Standard Grade or equivalent in a relevant discipline.	Essential	Certificate / Application
Educated to SCQF level 7 (i.e.HNC; SVQ2) or equivalent in a relevant discipline	Desirable	Certificate / Application
An interest in history, arts, culture or science and technology.	Essential	Selection Event
Knowledge of health and safety at work.	Desirable	Application / Selection Event
Working knowledge of a language other than English.	Desirable	Application
First Aid Certificate	Desirable	Certificate / Application

Skills	**Essential or desirable**	**Evidence assessed by**
ICT skills in Microsoft Word, Excel and Outlook	Desirable	Application / Certificate
Ability to demonstrate an exceptional standard of customer service through well-established and effective communication skills.	Essential	Application / Selection Event

Experience	**Essential or desirable**	**Evidence assessed by**
Experience of working in a customer or visitor services role, with ability to demonstrate a keen and genuine interest in working with the public.	Essential	Application / Selection Event

Experience of working in a visitor attraction or similar environment.	Desirable	Application / Selection Event
Experience in answering enquiries / complaints and dealing with challenging customers.	Desirable	Application / Selection Event
Experience in giving presentations to a wide range of ages and taking part in education programmes / events.	Desirable	Application / Selection Event
Experience in cash handling or retail merchandising.	Desirable	Application / Selection Event

National Museums Scotland has a Competency Framework with six competencies. Individuals for this job are expected to demonstrate competence in five of these competencies; the following will be assessed from the Application Form, and, if you are invited to attend, at the Selection Event.

Competency	Level	Detail
Building Relationships Works effectively and professionally as part of their team and cooperates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally, for mutual benefit	1	• Is aware of other National Museums Scotland departments and respects & values their role. • Understands own role, and makes significant contributions. • Supports and helps own team to deliver objectives. • Works willingly and flexibly with other teams and departments to deliver objectives. • Works towards the team, department and directorate goal rather than own agenda.
Communicating & Engaging Uses interpersonal skills flexibly to communicate, influence, persuade and negotiate to ensure a shared understanding and commitment to act	2	• Communicates regularly, accurately, timely and appropriately. • Facilitates two – way communication, encouraging dialogue and exchange throughout and outwith the organisation. • Adapts own style of communication to suit different people's needs. • Demonstrates empathy and understanding in all communications. • Confidently influences others, rather than manipulating or imposing ideas.

Focussing on your Customers Places the customer at the heart of what they do, engages and listens and responds to deliver exemplary service, creating an outstanding experience; supporting a culture of service excellence, both internally and externally.	2	• Requests and receives feedback from customers in a constructive and positive way. • Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront. • Is able to assess quickly what a customer wants and gets straight to their needs. • Offers a 'bespoke' service and solution to the customer, meeting any special requirements. • Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.
Improving & Innovating Builds personal, professional and organisational capability by keeping up-to-date, being creative, sharing ideas, taking risks, looking inside and out to continuously improve National Museums Scotland	1	• Thinks flexibly, open to, accepts and adapts to new or different ideas. • Uses initiative and imagination to make constructive suggestions for improvements and innovations. • Challenges status quo, existing norms and unacceptable behavior constructively – 'the way we do things around here.' • Willing to learn, build up knowledge and keep up to date with advances and issues in their own area of work and within National Museums Scotland. • Positively responds to feedback, learning from experience and mistakes.
Planning for Success Ensures effective delivery and completion by realistically planning and prioritising tasks and managing workload; develops and manages plans, programmes and projects, in consultation with stakeholders and within existing priorities, people resources and budgets.	1	• Demonstrates a 'can-do' attitude and strives for the best performance. • Actively seeks ways to save costs, resources and time. • Is proactive in seeking help or information when required to get the job done. • Quickly adapts to changing plans and priorities. • Delivers work to quality specification and deadline.

General Information – Visitor Experience Assistant

Salary
The salary is £20,434 per annum pro rata. Salary on appointment will be subject to qualifications and experience and will normally be within the bottom quarter of the pay range. Pay, including pay progression, is reviewed in negotiation with the recognised trade unions, with an annual settlement date of 1 April.

Where an internal candidate successful applies for a post which is the same grade as their current post, they will transfer to the new post on the same salary with pay progression as normal.

Location
This post is based at National Museum of Scotland with travel to other Museum sites as required.

Probation
New employees are on probation for a period of six months from date of appointment.

Pre-employment Checks/Eligibility to Work in the UK
Any offer of employment will be made subject to:

- receipt of references which are satisfactory to National Museums Scotland and cover the full three-year period prior to the date of appointment.
- a Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. The cost will be refunded.
- completion of a health declaration form, which is satisfactory to National Museums Scotland.
- Receipt of documentation confirming eligibility to work in the UK.

Please note that where more than one candidate is assessed as having met the criteria for the post, National Museums is obliged to offer the post to an eligible candidate who already has the right to live and work in the UK (a settled worker), before considering a candidate for whom a Certificate of Sponsorship application would be required. This is because any such application would need to show that no suitably qualified settled worker is available for the post.

Selection Process
We use competency based selection process. If you are invited to a selection event you will be asked to participate in activities that will enable us to assess your performance against our Competency Framework. Details of our competencies can be found in the Person Specification.

It is anticipated that this selection event for this post will take place on 12 & 14th January 2021 via Teams.