



JOB DESCRIPTION

TITLE: Visitor Experience Assistant

BASED AT: Z-arts

HOURS: **The posts are offered as either zero hours or minimum hour contracts depending on what suits both parties.**

Your actual hours to be worked each week will be as necessitated by the needs of the business and this will include evenings or weekend work. Your actual working hours will be notified to you by your line manager via our online rota system.

Payment will only be made for actual hours worked. Working hours will vary each week.

We are looking for people who can work on Saturdays, Friday evenings, school holidays, occasional Sundays and weeknights.

A good deal of flexibility is required for this role.

Pay: **£10.90 per hour**

Deadline: This will be a rolling opportunity.
Please apply and if you meet the criteria we will offer you an interview.



PURPOSE

We are seeking Visitor Experience Assistants who will be responsible for being the first point of contact to visitors at Z-arts providing a friendly welcome, working in our café, giving general information and assisting with any queries.

The ideal candidate will have a commitment and passion for ensuring an exceptional visitor experience to a diverse audience. With keen attention to detail, you'll welcome the last visitor of the day with as much kindness and attention to detail as you did the first.

Whilst the Visitor Experience Assistants will work across the entire front of house at Z-arts there is often a focus on the cafe.

Areas of work will include working on our café or the Box Office, stewarding a show or guiding families into our immersive exhibition or into our brand new escape room.

PRINCIPLE RESPONSIBILITIES

Visitor Experience

- To implement the highest standards of customer service across the visitor experience.
- Proactively welcome all visitors who are predominantly families and children in a warm, friendly and open manner and answer any questions they might have.
- Respond confidently and appropriately to visitor enquiries, comments, complaints and access requirements.
- Monitor the general cleanliness and tidiness of the public areas within the building.
- Process cash and card transactions in accordance with the specified cash handling procedures.
- Keep up-to-date with Z-arts programme of work, box office and building information etc., as to effectively advise customers
- To be friendly, inclusive and welcoming to all visitors.
- To be aware of and follow all Visitor Experience procedures.
- To comply with conduct and uniform dress codes.
- Any other duties to assist Z-arts staff as directed by your line manager.
- To adhere to all Z-arts policies and procedures.



Cafe

- Preparation and Service of food and drink (alcoholic and non-alcoholic) to customers in a polite, friendly and helpful manner
- Stock rotation and monitoring
- Keeping café area clean and tidy at all times.
- Operation of an electronic cash register
- Operation and regular cleaning of an espresso machine
- Stewarding performances or acting as an assistant in running events (checking tickets, helping people be seated, etc.), ice cream sales, pop up bars.
- Assisting in Monthly stock take procedures
- Ensure that the café tables are always stocked with brochures and leaflets pertaining to Z-arts activities and that posters are up to date and relate to events at Z-arts
- Take part in any extra training as required and take a proactive approach in remaining aware of Café Bar Policies and Health and Safety.

Ticketing

- To sell tickets via our Spektrix box office system and take contactless payments.
- To assist with ticketing enquiries.
- To check tickets and direct visitors to the correct areas/seats.

Retail

- To help with merchandising and restocking the gift shop
- To advise on items and upsell when appropriate.

Health & Safety

- To be aware of and follow evacuation procedures, knowing fire exits and refuge points.
- To assist in the safe evacuation of the building in an emergency.
- To assist in ensuring the safety of visitors and other staff.
- Undertake training, maintain a good working knowledge and implement all Venue Policies and Procedures.
- Maintain a positive attitude towards risk management at all times. Identify any safety or security issues quickly and efficiently and report to a supervisor.



General information

To comply with legislation covering the activities at Z-arts, it is required that all staff undertakes training as directed by their line manager. It is also essential that all staff carry out their duties in a safe manner in accordance with the current Health and Safety at Work legislation.

Person Specification

We are most interested in hearing from people who fit this specification, but don't worry if you are not strong in certain areas. Z-arts is a learning organisation, and we will support the right candidate to gain skills they are less strong in. Having the right characteristics is more important to us than being able to tick all the 'experience' or 'knowledge' points.

The successful candidate will be able to demonstrate the following:

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
QUALIFICATIONS – <ul style="list-style-type: none"> • Level 2 Food hygiene certificate • First Aid Certificate 		Yes Yes
EXPERIENCE – <ul style="list-style-type: none"> • Experience of cash handling. • Experience of working in an arts venue or theatre • Ability to prepare and serve a range of simple snacks and sandwiches • Ability to use a fresh coffee machine to serve a range of coffees (training will be given if necessary) 		Yes Yes Yes Yes
SKILLS / KNOWLEDGE - <ul style="list-style-type: none"> • An understanding of equal opportunities practices. 		Yes
CHARACTERISTICS– <ul style="list-style-type: none"> • An interest in the arts and working with children and families. 	Yes	



<ul style="list-style-type: none"> • Approachable and the ability to communicate and advocate the work of the building. 	<p>Yes</p>	
<ul style="list-style-type: none"> • A friendly and welcoming demeanour and be enthusiastic and proactive attitude towards your duties. 	<p>Yes</p>	
<ul style="list-style-type: none"> • Ability to work effectively under pressure and deal with conflicting demands. 	<p>Yes</p>	
<ul style="list-style-type: none"> • Ability to demonstrate strong communication skills. 	<p>Yes</p>	
<ul style="list-style-type: none"> • Ability to work well in diverse team and cooperate with others. 	<p>Yes</p>	
<ul style="list-style-type: none"> • Excellent time keeping skills, conscientious and punctual. 	<p>Yes</p>	
<ul style="list-style-type: none"> • Excellent standard of personal presentation and hygiene. 	<p>Yes</p>	