



## Job Description

**Job Title:** Visitor Services Assistant

**Reporting to:** Visitor Services Manager

The National Horseracing Museum in Newmarket is looking for two enthusiastic individuals to join their dedicated front of house team. The role is to assist in the day-to-day running of the museum and deliver exceptional customer service and help promote the Museum as a wonderful day out for all.

### **DUTIES AND RESPONSIBILITIES**

- 1) To offer a warm and friendly welcome to all visitors. To provide advice and assistance about the galleries, collections, exhibitions and events to ensure all visitors are supplied with the relevant information they require to enjoy their visit.
- 2) To serve visitors and deal with financial transactions for admissions, gift sales and events. This includes handling cash and card payments as well as cashing up at the end of each day.
- 3) To ensure the Gift Shop is well presented at all times, sufficiently stocked and suitably priced.
- 4) To open and close the attraction daily and assist in ensuring the security of the museum, its collections, fixtures and fittings as well as visitors on site. This will include assisting members of the public to leave the building in the event of an evacuation.
- 5) To ensure that the museum is always well presented with everything in good working order, reporting any issues promptly to the relevant department.
- 6) Answering the telephone and responding to emails along with recording information and monthly statistics on spreadsheets.
- 7) To carry out any other reasonable duties as requested.

## **SKILLS AND KNOWLEDGE**

Customer service experience of working in a shop or reception including cash handling is essential.

Previous experience of working in a heritage/tourism attraction is desirable.

Excellent communication skills and confident in speaking to visitors of all ages and backgrounds.

An interest in horseracing desirable.

A good level of ICT skills (including Microsoft Word, Excel, email and internet)

Knowledge of horseracing an advantage but not essential.

A basic understanding health and safety.

Capable of multi-tasking.

A team player, with a flexible, can do attitude.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

Salary: £12.21 per hour

Hours of Work: Part-time (30 mins for lunch on full days):

### **Position 1:**

Tues 11.45am to 4.15pm/5.15pm

Fri 10am to 4.15pm/5.15pm

### **Alternative Weekends:**

Sat 10am to 4.15pm/5.15pm

Sun 10am to 4.15pm/5.15pm

### **Position 2:**

Thurs 10am to 4.15pm/5.15pm

Fri 11.45am to 4.15pm/5.15pm

### **Alternative Weekends:**

Sat 10am to 4.15pm/5.15pm

Sun 10am to 4.15pm/5.15pm

Winter Hours (Nov to Mar), Summer Hours (Apr to Oct)

Annual Leave: 28 days including public holidays pro rata.

Probation Period: 3 months

Notice Period: 1 month

Other Benefits: Contributory pension scheme

To apply for this position, please send a CV and covering letter to [tharding@nhrm.co.uk](mailto:tharding@nhrm.co.uk)