

Visitor Experience Host
Public Engagement Department
Casual position – up to 28 hours per week
£7.85 per hour

The Royal Academy of Arts is one of the UK's leading arts institutions, dedicated to the making, exhibiting and debating of art. We now have an exciting opportunity for an exceptional individual to join our Front of House Team as a Visitor Experience Host.

You will have first-class customer-facing skills, and the ability to deal with a wide range of people. You will be adaptable, friendly, helpful and provide a warm welcome, proactive assistance and clear information to all those visiting or working at the Academy.

You should be able to demonstrate a genuine interest in the visual arts and a sound understanding and knowledge of the Royal Academy of Arts.

This is a casual position, with working hours varying from zero to 28 hours per week, depending upon the demands of the exhibition programme and the resourcing requirements of the Visitor and Friends Experience Team. Shifts are rostered from 8am to 10pm, and include weekends, bank holidays and public holidays.

Ideally candidates should be available to start immediately, and must complete an application form to be considered for this position. You will find our application form and further details about this position in the *How to Apply* section of the Careers page on our website: www.royalacademy.org.uk/careers

Closing date for applications: 2 November 2014

Candidates who meet our criteria will be interviewed immediately.

JOB DESCRIPTION

Job title: Visitor Experience Host

Department: Public Engagement

Reporting to: Head of Visitor and Friends Experience

The Visitor Experience Host plays an important part in creating a welcoming and memorable experience for all of our visitors. We are looking for pro-active team members with an intuitive and enthusiastic approach and a passion for exceptional customer care. Team members will be an ambassador for the Royal Academy and our visitors at all times.

MAIN DUTIES

The Visitor Experience Host will rotate through a variety of front of house roles. This post is fully flexible covering seven days a week including evenings and weekends.

Information Desk & Reception

- Provide a friendly, helpful and knowledgeable first point of contact both in person and over the phone, responding to a wide variety of queries and requests
- Actively make visitors aware of the full range of services, events, products and membership packages; maximising important income for the Royal Academy
- Distribute and restock information leaflets
- Deal proactively with any issues that may arise during the course of your duties, escalating issues when appropriate
- Work closely with 'Red Collar' security officers and other staff to ensure the highest quality of service for the visitor

Cloakroom

- Operate the cloakroom, storing and retrieving visitors' belongings as required
- Respond to visitor queries in a helpful, friendly manner
- Invite feedback and respond to any recommendations for improvement

Switchboard

- Answering general queries and redirecting calls received on the Royal Academy's main switchboard in a warm and helpful manner.

Ticketing

- Sell tickets for exhibitions and other events/activities taking cash and card payments, upselling where appropriate
- Undertake end-of-day cashing up duties and reporting as required

Tours and talks

- Give short talks to visitors interpreting aspects of the work being exhibited and responding to questions

- Ability to communicate enthusiastically with visitors about the RA, its artists, collections and exhibitions

Entrance to Exhibitions

- Welcome visitors to the exhibition, providing information as necessary.
- Check tickets and scan membership cards.
- Monitor visitor numbers.

Friends' Membership Programme

- Encourage interest in joining the Friends' membership programme, highlighting benefits and offers.
- Receive and process application requests by telephone, letter, email and in person. Verify details, process information and manage payment methods. Input details into database and liaise with finance team.
- Promptly reply to any written complaints and other correspondence, tracking recurring issues and developing a range of standard replies.
- Assist with particular recruitment campaigns, events and Friends' activities at busy periods.

General Duties

- Ensure knowledge of Royal Academy and its activities is completely up to date at all times, including current and future exhibitions, events and educational activities.
- Ensure safety of visitors and other staff in accordance with policies and procedures
- Report/ensure cleanliness of immediate working area to improve visitor experience and decrease health and safety risk.
- Adopt a flexible attitude to undertaking any other duty that may reasonably be allocated by the duty manager.

PERSON SPECIFICATION

- Enthusiasm and experience of working with the public and providing an excellent visitor experience in a busy customer focused environment. Ability to relate to many different/diverse people, when English may not be their first language
- Excellent communication skills and command of English (both written and oral)
- Friendly and welcoming, patient, tactful, a good listener and quick thinker
- Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information, and suggesting different and improved ways of working.
- A good team player with strong interpersonal skills, and willingness to undertake training
- Computer literate with an 'eye for detail' and an excellent knowledge of Microsoft Office. Strong database knowledge and experience of using a ticketing system is preferred
- An interest in visual arts and enthusiasm for the vision and values of the Royal Academy.