

## **JOB DESCRIPTION**

<b>Job Title:</b>	Front of House Assistant
<b>Grade:</b>	Grade 2 £18,562 - £19,312 pro rate plus weekend working enhancement
<b>Responsible to:</b>	Museum Supervisor
<b>Location:</b>	Salford Museum and Art Gallery / Ordsall Hall
<b>Responsible for:</b>	N/A
<b>Hours of Duty:</b>	ROLE A: Salford Museum and Art Gallery, Saturday and Sunday 11.15am - 4.15pm.  ROLE B: Ordsall Hall, Sunday 10.30am - 4.30pm

### **Purpose and Objectives of Post:**

To assist in the weekend operation of Salford Museums with particular regard to high quality customer care, reception duties including sales and donations, gallery invigilation, security and maintaining public spaces.

### **Main Duties and Responsibilities:**

1. To provide an excellent standard of customer service to all our visitors
2. To invigilate galleries and public spaces and engage our visitors in the collections, exhibitions and stories of our historic buildings
3. To ensure that security at Salford Museums, the exhibitions and collections are maintained to the highest possible standard.
4. To take bookings for venues and events where required
5. To support and promote the donations strategy and undertake reception, shop and cafe duties. Answer general enquiries, sell merchandise, and assist with arrangements for previews, receptions, meetings etc.
6. To assist with the moving and storage of Museum specimens and basic display preparation.
7. To ensure a safe visitor environment and responsibility for emergency evacuation.
8. To cooperate with outside contractors carrying out work at the Museum.
9. To assist the Collections Service with appropriate collections related work and object handling.
10. You will be required to work flexibly between Ordsall Hall and Salford Museum and Art

Gallery subject to service requirements

11. You may be required to work early morning, evening and weekends which you will be recompensed for if you are asked to work additional hours.
12. To accept that everyone has the right to their own distinct identity. To treat everyone with dignity and respect ensuring that customer feedback is valued and fed back into the organisation.
13. To undertake such additional duties that are commensurate with the level of the post

### **Corporate Responsibilities**

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies, Safeguarding Policies and related Codes of Practice

### **Review Arrangements**

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

**Date, Job, & Description Prepared/Revised: August 2021**

**Prepared by: Rebecca Martin / David Potts**

**Agreed by Post holder:**