



Culture Coventry Trust  
Herbert Art Gallery & Museum  
Jordan Well  
Coventry  
CV1 5QP

## JOB DESCRIPTION

<b>Job Title:</b>	Part-Time Box Office Assistant
<b>Reporting to:</b>	Duty Manager
<b>Responsible for:</b>	

## SCOPE

Culture Coventry Trust and Coventry Sports Foundation are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment of employment contracts held with either Culture Coventry Trust or Coventry Sports Foundation.

## OVERALL PURPOSE AND OBJECTIVE OF THE ROLE

To be the first point of contact for the public at Coventry Transport Museum and also via phone and email, to provide a high level of customer service and actively sell promotional material and merchandise, along with administrative support.

## RESPONSIBILITIES FOR ALL EMPLOYEES

- To embrace and lead by example on the Company's key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
- To undertake all duties and fully comply with all of the Company's general standards and those relating to the specific requirements of the role.
- To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
- To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
- To interact positively with customers adopting a friendly and professional approach at all times.
- To support the Company's commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company's Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.

Pride

Passion

Performance



- To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
- To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.

## **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE**

### **MAIN DUTIES OF THE ROLE**

1. To act as the first point of contact for Coventry Transport Museum; welcome visitors and responding to telephone and email enquiries in a helpful and constructive manner.
2. To be responsible for selling tickets to all visitors to the museum.
3. Actively sell promotional materials and merchandise to all museum visitors.
4. Keep abreast of activities across all sites and within Culture Coventry and the City of Coventry to enable a professional and prompt response to visitor enquiries.
5. Promote and sell trails created by the learning team.
6. Cashing up the box office.
7. Receive and distribute the post for all staff at CTM.
8. Ensure that the box office area is kept smart and tidy.
9. Answering loading bay gate phone and advising required team member of visitor.
10. Ensuring that all guests have completed the signing in process and if required provided with a visitor's fob.
11. Validate GoCV cards for visitors that have them, and assisting those who do not, to obtain one.
12. To embrace and lead by example on the company's key values;
13. Identify and review risks with your Line Manager as part of the organisational risk register;
14. Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement;
15. Ensure adherence to all Trust policies and procedures;
16. Ensure your teams comply with and understand all Health & Safety policies and requirements;
17. Support and input into the organisational digital strategy as required;
18. Identify and collaborate with potential key external stakeholders;
19. Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and
20. Ensure adherence to the GDPR in respect of all data collected and maintained.
21. To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company.
22. To promote Equality and Diversity and ensure full compliance with Company policy.
23. To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

**Date Created: 4/11/2021**

**Date Reviewed: 9/11/2021**



## PERSON SPECIFICATION

### Essential Personal Attributes

- A good understanding of the importance of customer service
- A positive flexible 'can do' attitude
- The ability to multitask and stay calm under pressure
- Initiative to help problem solve when dealing with enquiries/situations that may arise
- A flexible approach to work with the willingness and ability to work outside standards hours
- A willingness to develop and maintain knowledge of our collections and Coventry's history
- A flexible approach to work with the willingness and ability to work outside standards hours

### Essential Knowledge and Experience

- Experience within a customer service setting
- Strong communication skills – with a confident and friendly manner and able to adapt the communication style when needed
- Experience of working on a busy Box office area

### Essential Special Skills

- Being comfortable promoting products and maximising opportunities for donations to the museum
- Be able to communicate and interact with visitors wherever possible during their visits
- Experience in delivering a proactive and high level of customer experience.
- Experience of cash handling, reconciliation and security procedures.
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- Customer focused with the passion and ability to identify customer audiences, understand their specific requirements.