



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

JOB DESCRIPTION

Job Title:	Christmas Elf
Reporting to:	Sleigh Supervisor
Responsible for:	N/A

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 deliver an exceptional visitor experience and ensure that the quality of service given throughout the Sleigh and Father Christmas experience is of the highest level at all times. To follow agreed procedures and controls for all admissions to the Sleigh and meeting Father Christmas. To promote learning activities at the museums as widely as possible so that experience for visitors is maximised.

MAIN DUTIES OF THE ROLE

- Ensure a seamless end to end experience of the Grotto for Visitors.
- Greet Visitors on arrival while promoting the excitement of meeting Father Christmas.
- Efficiently promote learning activities
- Efficiently deliver great photos of Father Christmas and his visitors.
- Seamlessly and efficiently manage space and queues, so that no exits are blocked while engaging with visitors.
- Ensure that all Sleigh ride visitors are taken onto and off the Sleigh safely.
- Assist Father Christmas change overs, ensuring that the change takes place without any issues.
- Assisting with the Grotto area, making sure it is clean and set up for the next day.
- Adhere to safeguarding procedures.
- Follow the Sleigh Visitor Engagement rules



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

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.
- 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.

Date Created: September 2021

Date Reviewed:

Pride

Passion

Performance



PERSON SPECIFICATION

Essential Personal Attributes

- Customer focused with the passion and ability to identify customer audiences, understand their specific requirements and place them at the heart of everything the Trust does.
 - Good communication skills
 - Self-motivated with the ability to take the initiative
 - A team player with an approachable manner
 - Sensitive to the different cultural backgrounds of Coventry's diverse communities and a commitment to equal opportunities practice both at work and with customers.
 - A flexible approach to work with the willingness and ability to work outside standard hours on occasion.
 - Ability to provide magical customer service to all our visitors with an outgoing Joyful personality.
 - Excellent organisational skills.
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- Readiness to work with people and the ability to respond to differing needs
 - Demonstrable interest in and enthusiasm for the arts and heritage sector
 - A background in a culture/ leisure type of environment
 - Experience in delivering a proactive and high level of customer experience
 - A background in a customer service/ retail.
 - Experience of working with children.