**Current Internal Opportunities**

**Position:** Receptionist (Maternity Cover) – 6-9 Months TBC

**Pay:** £8.04 p/h (Statutory National Living Wage will be applied where applicable)

**Location:** Coventry Transport Museum

**Working pattern:** 13hours - Fri - Sat 9.45-16.45

**About the role**

Culture Coventry are looking for a one Receptionists to join the Front of House at Coventry Transport Museum and help deliver an exceptional customer experience to our visitors, helping them gain a full appreciation and enjoyment of our collections and Coventry’s rich history.

As a Receptionist duties may include, meeting and greeting all visitors in a professional and welcoming manner, undertake daily duties of the reception area, answer the phone and emails, dealing with any incoming enquiries, maintain the incoming post for the whole Museum, selling guide books and family trails to visitors, any other ad hoc duties.

You will be required to develop and maintain a good knowledge of the museum’s collections, as well as Coventry’s history and local attracts, to enable you to interact with and support visitors to make the most of their visit.

**About the organisation**

Culture Coventry Trust is one of Britain’s most exciting arts and heritage organisations. Its mission is to promote innovative and creative arts activities in ways which help to establish them as a significant part of people’s lives. The Trust supports a regular programme of exhibitions, educational workshops and performances and attracts over 700,000 visitors of all ages per year.

Within the Trust we have Coventry Transport Museum, The Herbert Art Gallery & Museum and the Old Grammar School, which are all situated in the heart of Coventry and the Lunt Roman Fort less than three miles away on the outskirts of the City. Therefore the Trust plays a unique role in Coventry’s cultural development and is actively taking part in the Coventry City of Culture bid for 2021.

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| **We are looking for candidates who have:*** A good understanding of the importance of customer service
* Experience within a customer service setting
* Strong communication skills – with a confident and friendly manner and able to adapt the communication style when needed
* Are comfortable promoting products and maximising opportunities for donations to the museum
* Experience of working on a busy Reception area.
* Good standard of English to interact with visitors wherever possible during their visits.
* A positive and 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 willingness to develop and maintain knowledge of our collections and Coventry’s history
 | **Key responsibilities will include:*** Acting as a first point of contact and providing information to visitors on collections, events and activities taking place across the Trust
* Interacting with visitors to support an enjoyable experience when visiting the museum
* Maintaining the reception space to ensure it is clean and safe for visitors
* Cashing up reception and simulator till
* Promoting the sales of guidebooks and family trails
* Working together with colleagues to promote retail offers, events, donations to support the sustainability of the Trust
* Support the retail staff in the shop when required
* Ensuring that all guests have signed in to the visitors books and if required provided with a visitors fob.
* Validate GoCV cards for visitors that have them, and assisting those who do not, to obtain one.
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**Closing date: 30th June 2019**