

Job Profile

Visitor Experience Assistant (Museum)

Grade A

Date created: 14/04/2026

About the Job

- You will provide an exceptional, welcoming, and engaging experience for audiences, responding to their needs and interests, assisting with orientation, provision of visitor information, ticket sales, events and exhibitions, room set up/reset and proactively contribute to the museum's trading activities and upkeep of its buildings.
- You will assist in the delivery of the Museum's vision of 'uncovering Gloucester's past and shaping our future' and you will need to reflect its values of 'Passionate about the city' and 'Making residents live better' in everything you do.

This is what we need you to do...

- Support our vibrant and engaging visitor experience, ensuring a welcoming atmosphere, and taking time to help our visitors ensuring that they are getting what they want and need from their visit.
- Ensure the arrival and visitor journey are presented to the highest of standards, taking great pride in making sure that the museum is looking its very best, both inside and outside for everyone.
- Assist appropriately to visitor enquiries and comments, and access requirements face to face, by email, and phone.
- Tell the story of Gloucester by proactively gaining knowledge of the museum collection and sharing it with visitors as you engage with them throughout the museum.
- Help promote the museum programme (exhibitions & events), and its mission, vision, and values, and be proactive in sharing this information with the public during every encounter you have with them.
- Assist with upselling the trading activities of the museum including asking for visitor donations.
- Support the set up for room bookings, ensuring a positive welcome to all delegates on arrival. You will provide refreshments and help reset rooms for the next hire.
- Adhere to the venue's procedures to minimise risk to the public, staff, volunteers, and contractors and comply with the venue's cash handling and till operation procedures.

- Contribute to providing the highest standards of cleanliness, security and safety for the museum building, its contents, and visitors. Proactively report issues with displays, facilities, health and safety (undertaking first aid, fire warden duties, and EVAC Chair evacuation) and potential security threats.

General duties...

- Assist in making decisions in response to continually changing customer needs and expectations, including anticipating demands and forward thinking but also solving on the spot problems
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Take on any other additional duties as reasonably required.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Special conditions...

- This post is subject to annualised hours and may include evening and weekend working.
- You must hold an EVAC Chair operator qualification.
- You must hold a First Aid at Work qualification.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above

The ideal candidate will have...

Experience

- Experience of customer service, ideally in a visitor attraction, cultural venue, or within the heritage/cultural sector.
- Ability to multi task and stay calm when under pressure.
- Experience of manual handling.
- Experience of cash handling and basic till procedures.

Knowledge, Skills and Understanding

- Possess good knowledge of Gloucester and have an interest in the history and stories of the city.
- Understanding of equity, equality, diversity, and inclusion with a commitment to creating a welcoming, inclusive, and family-friendly environment.
- Passion and enthusiasm for excellent customer service.
- Ability to follow direction as part of a team, but also work quickly and efficiently using their own initiative.
- Strong written and verbal communication skills with the ability to present to large groups of people.
- Ability to work with changing technology and embrace change and digital transformation.
- Ability to problem solve, with a flexible attitude.
- Well organised and attentive to detail.
- Friendly and approachable manner with a passion for helping people experience culture and heritage.

Behavioural Attributes

- **Deliver value in a green and sustainable way:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations whilst contributing to Net Zero emissions targets.
- **Forward thinking with innovation:** Being creative and using your initiative you actively seek to improve and future proof services and processes.
- **Work together to make residents lives better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the city:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Treat all with fairness, compassion, and respect:** You are courteous to customers and colleagues and considerate of others circumstances and feelings, keeping an open mind.

Expected to perform at Level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- EVAC Chair trained to operator level or prepared qualify as an operator.
- First aider or prepared to undertake training.
- Fire warden trained or prepared to undertake training.