



Role Profile

This section provides key information relating to the role

Job Title:	Casual Front of House Assistant		
Post No:	V10003	Grade:	B
Team:	Place	Location:	Mill Green Museum & Mill; Welwyn Roman Baths
Responsible to:	Museum Service Manager		

Overall job purpose:

To be part of the Front of House Service team for the Museum Service primarily working at Welwyn Roman Baths and Mill Green Museum & Mill retail and food services, but not limited to those. You may be asked to work at other leisure venues of Campus West and The Hive as required.

Preparing and ensuring the building is ready to a high standard to receive our customers and then serving those customers to a very high standard.

To present a welcoming, courteous, helpful and efficient service to maximise income to all members of the general public.

To be pro-active on behalf of the museum service in the areas of customer service and front-of-house sales.

To maintain the secure and accurate handling of all monies in keeping with the financial regulations of Welwyn Hatfield Borough Council.

To anticipate the comfort and safety needs of our customer at all times in keeping with the Museum Service's agreed customer care standards.

Key areas of focus:

1.	To work in any part of the customer facing aspects of the business.
2.	You will be familiar with the Museum Service's products, services and facilities and in particular with current and future exhibitions and events in order to assist the public with queries and to promote the work and image of the Museum Service
3.	To issue and ensure all tickets are valid before admission to relevant business units within the Museum Service.
4.	In accordance with Environmental Health Regulations to maintain a high standard of cleanliness and hygiene in all areas, especially of the food and beverage operation and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.

5.	To carry out sales of Food and beverage in accordance with procedure to ensure the efficient running the food and beverage operation for the maximum enjoyment of customer and the optimum profit contribution to Museum Service. To be aware of current licensing law relating to the sale of alcohol.
6.	To sell admission/tickets, merchandise and food and beverages, but not limited to these and to be pro-active on behalf of the business in all areas of customer service and sales.
7.	To ensure the accurate accounting of sales and takings, using the electronic point of sales systems provided and adherence to the Council's financial regulations.
8.	To ensure that the whole building is maintained to a high standard of cleanliness throughout our opening hours. This includes "front and back of house" areas such as but not limited to the exhibition areas, retail spaces, gardens, café kitchens, preparation areas and equipment.
9.	To wear the uniform provided and to ensure it is freshly laundered, ironed each time you attend work for a shift.
10.	To attend and participate in training course and to undertake training as required both in-house and away from the Museum Service in health and safety, first aid, fire marshalling, food hygiene and sales and other aspects as this role may require but not, as yet, defined.
11.	To access, online, the rota system and ensure you can work the allocated shift and that any problems arising are reported immediately and directly to the Manager or Duty Manager.
12.	To be willing to learn about our historic sites and collections and engage our visitors with these, where appropriate guiding and answering questions.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Education English, Maths GCSE level C or equivalent	x		AP
Experience of using electronic point of sale systems	x		AP
Knowledge			
Customer care knowledge and experience	x		AP/IN
Numerical skills	x		AS
Skills and abilities			
To be quick to learn new skills, ability to work on own initiative and within a Team.	x		IN
The ability to communicate well with customers and colleagues.		x	IN
To be able to remain calm under pressure		x	IN
Physical Demands, heavy lifting and standing for long periods		x	IN
Other attributes			
Demonstrate ability to sell and experience in sales	x		IN
Ability to work shift patterns (to include evenings, weekends and bank holidays).	x		AP/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.