

**Visitor Services Assistant
Operations Department
£20,380 per annum, plus attractive benefits**

The Royal Academy of Arts is one of the UK's leading arts institutions, dedicated to the making, exhibiting and debating of art. We now have an exciting opportunity for an exceptional individual to join our Front of House Team as Visitor Services Assistant.

You will have first-class customer-facing skills, and the ability to deal with a wide range of people. You will be adaptable, friendly, helpful and provide a warm welcome, proactive assistance and clear information to all those visiting or working at the Academy.

You should be able to demonstrate a genuine interest in the visual arts and a sound understanding and knowledge of the Royal Academy of Arts.

The working week is 45 hours, covering from 8am to 10pm rostered over a 5-day week, providing 7 days' cover, including weekends, bank holidays and public holidays.

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website: www.royalacademy.org.uk/careers

Candidates who meet our criteria will be interviewed immediately and must be available to start before Friday, 6 June 2014.

JOB DESCRIPTION

Job Title: Visitor Services Assistant
Department: Front of House within the Operations Department
Reporting to: Visitor Services Manager

MAIN OBJECTIVE

Under the direction of the Visitors Services Manager:
To provide a welcoming and high quality service to all who visit or work for the Royal Academy.

MAIN DUTIES

1 Reception and Information Provision

Provides a friendly and helpful first point of contact at the Reception Desk in the Royal Academy's front hall:

- answer general queries, erg about current and future exhibitions, events, educational activities, etc.;
- direct and re-direct visitors;
- take and pass on messages;
- answer straightforward enquiries;
- deal with verbal complaints and provide comment forms, as appropriate;
- gather and exchange information;
- receive parcels, letters, etc. and notify members of staff;
- keep schedules and timetables of expected visitors, etc. and notify members of staff when they arrive;
- work closely with "Red Collar" Security Officers and MITIE Gallery Assistants to ensure smooth flow of information;
- monitor and re-fill information and booklet stand, as necessary;
- help visitors with special and/or individual needs;
- take disabled parking and wheelchair bookings using computerised system;
- provide information and general assistance in the courtyard during very busy periods.

2 Switchboard

- answer and re-direct calls received at RA's main switchboard;
- answer queries, provide general information and helps callers, as time allows.

3 Cloakroom

- receive coats, umbrellas, cases, bags, etc. from visitors to RA;
- store property appropriately;
- provide plastic tag;
- retrieve property as requested;
- answer queries, provides information and helps visitors, as required.

4 Entrance Desk and Meeting and Greeting

- check tickets and passes
- complete attendance forms and monitors visitor numbers
- request second id from RA Friends

Undertake any other duty which may reasonably be allocated by the Visitor Services Manager or other senior officer.

PERSON REQUIREMENTS

ESSENTIAL:

- One year's experience of reception and providing information to members of the public
- Flexible, adaptable and helpful approach to work: willingness to work in different areas of the Front of House/Visitor Services operation
- Excellent communication skills: friendly and welcoming, patient, tactful, confident manner, good listener, quick-thinker
- Excellent command of English, written and oral communications skills: ability to answer Visitor enquiries to a high standard in person and on the telephone.
- Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information, suggesting different ways of working, implementing different systems
- Good interpersonal skills: front line staff are representatives for the Royal Academy as first points of contact. Ability to relate to many different/diverse people, when English may not be their first language
- Methodical with an 'eye for detail' for information storage and retrieval, record keeping, etc.
- Good team-player: willingness to work closely with colleagues in providing a high-quality of service – willingness to provide cover at short-notice, make and accept suggestions for changing working practice.
- Willingness to undertake training

DESIRABLE:

- Second language would be an advantage
- An interest in visual arts and a commitment to the work and objectives of the Royal Academy