



## **Main Duties and Responsibilities:**

### **Interpreter**

Deliver a truly memorable level of customer service proactively engaging with all visitors ensuring that they feel welcome and valued, enjoying a rewarding experience within the museum.

Role family: Operations and Visitor Experience

Line Manager: Visitor Experience Coordinator

### **Management / Supervision:**

n/a

### **Areas of responsibility and accountability:**

- Provide a warm, vibrant welcome to all visitors creating a positive impression of the museum, assisting visitors in a friendly, courteous and professional manner.
- Seek to engage, interact and communicate with visitors throughout the museum
- Actively promote ways to add value to their experience and aspire to surpass their expectations.
- Expertly demonstrate full knowledge of the museum's facilities, exhibits and exhibitions and be able to convey information regarding other visitor attractions locally.
- Assist with learning activities and any income generating activity.
- Support all members of the Visitor Experience Team to achieve and maintain standards to the highest possible level.
- Attend briefings and meetings as set out by the Visitor Experience Management team and participate in an enthusiastic and proactive way.
- Carry out administrative tasks in an accurate and timely manner as required.
- Complete daily check lists of the galleries.
- Proactively help visitors to enjoy the interactive activities included in their admissions fee.
- Be knowledgeable about additional paid for activities in the museum. Taking every opportunity to upsell activities, the café and shop facilities, including group bookings.
- Assist with keeping all gallery areas clean and well presented, including clearing away after events and assisting with event set-ups.
- Monitor the flow of visitors and queue manage activities as required.
- Provide talks to visitors/groups on specific objects/topics.
- Deliver tours of the museum's galleries on a daily basis as and when required.
- Deal with complaints empathically and positively making every effort to resolve them yourself or seeking further advice from managers/colleagues.
- Carry out other relevant duties which may arise from time to time in support of the National Football Museum.

- Be able to operate all of the interactives throughout the museum and have a good knowledge of the museums exhibits.
- Continuously build knowledge of existing and new collections through on the job training.
- Assist the marketing department with visitor surveys and data collection on a rota basis.
- Assist other departments with off-site activities as and when required
- Provide a vigilant security presence within the galleries and public areas of the museum ensuring that no damage occurs to the exhibits, or to the fixtures or fittings within the building.
- Provide a vigilant presence to help ensure the safety of all members of National Football Museum staff and visitors to the building.

**KPIs:**

- Customer service standards

**Health and Safety Responsibility:**

- Employee
- Front of house security procedures for the role
- Front of House Fire and emergency procedures for the role

**Qualifications and Experience**

- The successful candidate will have a passion for the role and have the ability to inspire both visitors and colleagues through infecting them with their passion.
- Enthusiasm for providing a superb visitor experience
- Experience in a customer service environment in a similar post.
- Excellent inter-personal, verbal communication skills
- An ability to work on own initiative.
- A responsible, professional and positive attitude.
- Experience of working in a similar post.