

Visitor Experience Team Member

Part time, 15 hours per week

Role family: Visitor Experience
Line Manager: Visitor Experience Coordinator
Band: G

Overall Purpose of the Post:

As a Visitor Experience Team Member, you will be the face, voice and energy of the National Football Museum. Your role is to actively engage visitors of all ages, bringing football stories and interactive experiences to life while ensuring every guest has a fun, welcoming and memorable visit.

This is a high interaction, people-facing role ideal for confident communicators who enjoy performing, encouraging participation and creating buzz on the gallery floor.

* Shifts will predominantly be weekends plus additional hours during school holidays and evening events.

Key Responsibilities

You will rotate across a range of interactive and commercial engagement areas, including:

Admissions & Welcome

- Warmly welcoming visitors and setting the tone for an exciting visit
- Managing admissions queues efficiently and confidently
- Providing clear information about galleries, activities and daily highlights
- Actively promoting paid experiences and upgrades

Retail Engagement

- Engaging visitors in the shop environment
- Promoting key products and themed merchandise
- Delivering excellent customer service at point of sale
- Maintaining a tidy, welcoming retail space

Trophy Photo Opportunities

- Hosting and managing trophy photo experiences
- Encouraging visitors to participate and feel welcomed
- Explaining the significance of trophies in an engaging, accessible way
- Ensuring safe handling procedures and smooth visitor flow

Penalty Shoot Out Experience

- Actively hosting the activity with enthusiasm and encouragement
- Explaining rules clearly and motivating participants
- Managing queues and maintaining high energy throughout
- Creating a fun, inclusive atmosphere for all ages

Temporary/Seasonal Activities (such as Yard Ball and Rezzil)

- Leading fast-paced football challenges/experiences
- Encouraging friendly competition and repeat participation
- Supporting visitors throughout the experience (including younger visitors and families)
- Ensuring safe and fair play at all times
- Confidently briefing visitors on equipment use and safety
- Maintaining equipment and reporting technical issues

Events

- Support with the set-up and breakdown of events
- Support out of hour evening events as required
- Act as welcome host for Day Delegate events
- Support the delivery of in-house F&B activities

General Duties

- Deliver outstanding customer service at all times
- Be proactive, visible and approachable on the gallery floor
- Adapt your communication style to suit different audiences
- Support crowd management during busy periods
- Follow health & safety, safeguarding and operational procedures

KPIs

- Visitor Experience KPI's
- Gift Aid

Health and Safety Responsibility

- Employee

Knowledge, Experience and Skills

Essential

- Comfortable building rapport quickly and maintaining a positive, professional presence
- Comfortable speaking to individuals, families and large groups



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National Football Museum is a registered charity (no. 1050792)

National Football Museum, Cathedral Gardens, Manchester, M4 3BG

Phone: 0161 605 8200

Email: info@nationalfootballmuseum.com

- Enthusiastic about football, interactive experiences and delivering first class customer service
- Excellent communicator with a positive, can-do attitude
- Reliable, flexible and able to work weekends and peak times

Desirable

- Experience in customer service, visitor attractions, leisure, sport, retail or performance roles
- Experience working with children and families
- Football knowledge is helpful but not essential



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