

# SHOEMAKERS MUSEUM

## Visitor Experience Host

Employer	Alfred Gillett Trust (Charity Number 1165528)
Job Title	Visitor Experience Host
Hourly Pay	£12.60 per hour
Hours	Several positions are available with a mixture of full time (37.5hrs) and part-time opportunities. Shoemakers Museum will be open 7 days a week including weekends, bank holidays and occasional evening events. We are happy to discuss individual working patterns with the right candidates to respond to childcare/study needs etc.
Location	Street, Somerset & AGT off site stores
Report to	Museum Manager & Assistant Museum Managers
Key Contacts	Museum Manager, Collections team, Shoemakers Museum Volunteers, local community groups

### The role

Here at Shoemakers Museum we are making the final preparations for our grand opening in 2025. We are looking to create a fantastic front of house team who will take the lead in delivering an exceptional experience and welcome for all of our visitors. We are looking for team members who have a passion for creating an incredible visitor experience with the confidence to deliver exceptional customer service across our site.

Our Visitor Experience Hosts will take an active role across all areas of the front of house operations working within the ticketing area, shop, café and occasionally in our museum galleries on a rota basis.

## **Key responsibilities**

### **Ticketing/retail**

- Deliver a fantastic first impression of Shoemakers Museum at the point of entrance and provide key information to help visitors with their journey
- Use the till system in order to sell tickets, membership and our retail offering
- Confidently promote the ticketing and membership for Shoemakers Museum and upsell options such as gift aid to the benefit of the charity
- Have an excellent knowledge of our retail offering and confidently share with visitors the stories of our items on sale
- Ensure all public areas are well presented by completing tasks such as cleaning the shop area and restocking items
- Have good local knowledge to deliver general tourist information for Street

### **The Café**

- Deliver the café menu of hot/cold drinks, cake and light meals at a consistently high standard in keeping with brand and food hygiene standards.
- Prepare/cook a range of meal options to be served in the café, at events and private hires
- Follow high standards of stock rotation and ordering to minimise waste whilst ensuring the highest standard of product is delivered
- Maintain all areas of the café to the highest standard of hygiene and food safety
- Engage with customers in a polite and meaningful way dealing with customer purchases and re-setting the public areas in a timely manner
- Clean all areas of the café throughout the day and setting up the café in the morning – this includes manual handling with outdoor furniture

### **Other responsibilities**

- Provide a first-class visitor experience at all times whilst working as part of a wider team that includes paid staff and volunteers
- In line with legal and operational guidelines, process cash and card transactions, balance and complete daily and weekly income records

- Proactively encourage visitors to make a donation to support their visit, actively upselling benefits of contributing through donations
- Actively and accurately deliver visitor information about Shoemakers Museum, its facilities and events using a range of resources including on site and digital facilities
- Assist with the proper security of the site. Act as fire marshal and mental and physical first aider. Keep up to date with the policies and procedures of Shoemakers Museum with a particular focus on those relating to the health and safety of those on site
- Complete daily cleaning and housekeeping tasks associated with maintaining an excellent customer service experience
- Work closely with Shoemakers Museum volunteers to support them in the delivery of their role
- Liaise with the collections and archive team regarding matters relating to the museum, displays, collections and facilities as per agreed procedures. Ensure that museum displays are fit for purpose e.g. supplies of hands-on material are adequate, electronic equipment is in working order, displays/interpretation are in place.
- Assist at events including, private views and functions, education activities and group visits
- Deliver talks and tours (with prior training)
- Complete project work as agreed with line manager
- Welcome regular school visitors, contributing to the development and successfully delivering fantastic educational experience in accordance with Shoemakers Museum's learning programme
- As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake other reasonable duties.

The role is an active one however we would be happy to talk about the individual needs of the applicant.

## **The ideal candidate**

### Essential

- Friendly manner and enthusiasm to execute outstanding customer service
- Ability to communicate clearly, confidently and effectively with customers and the wider Shoemakers Museum team
- Flexible approach to work across different areas of the site
- Honest and Open
- Willing to learn and be trained
- Ability to work within a team and individually
- Ability to use own initiative
- Presentable
- Flexible/committed to be available for shifts
- Up for a challenge – despite extensive planning, as a new public site there will be unforeseen challenges which we will need to take on as a team

### Desirable

- Worked within a customer facing environment
- Worked in Hospitality/Retail/Museum setting
- Basic computer skills
- An interest/passion for local history and community heritage

## **Who are we?**

The Alfred Gillett Trust was established as a charitable entity in 2002 and our collections represent one of the most preeminent corporate collections in the world, comprising material which illustrates the outputs of almost two centuries of shoemaking and testifies to the charitable and political interests of the Quaker Family who founded Clarks Shoes.

Our vision is to inspire the world with the family and community stories behind Clarks shoes. Our mission is to provide engaging spaces for developing and sharing

stories of the collections we care for. Our values guide the manner in which we work and function as an ethical compass:

- Inclusion: everyone feels welcome
- Learning: inspiring curiosity
- Collaboration: maximising potential
- Sustainability: optimising opportunities

### **How to apply?**

If you have any further questions or wish to discuss anything further please get in touch via email on [hello@shoemakersmuseum.org.uk](mailto:hello@shoemakersmuseum.org.uk)

We would love to receive your application. To apply please send a copy of your CV and a covering letter of no more than one page explaining why you have applied for the role to [hello@shoemakersmuseum.org.uk](mailto:hello@shoemakersmuseum.org.uk)

Please also highlight which interview date would work best for you. If you cannot make either interview date please let us know so we can find an alternative solution.

Interviews will be held over a full day (10am-4pm) within a group setting on:

17<sup>th</sup> & 18<sup>th</sup> July

In your application please either tell your preferred date or let us know if you are unable to attend either.

### **Useful links:**

[www.shoemakersmuseum.org.uk](http://www.shoemakersmuseum.org.uk)

Find us on socials @shoemakersmuseum

Email: [hello@shoemakersmuseum.org.uk](mailto:hello@shoemakersmuseum.org.uk)

Phone: +44 (0)1458 444060

Alfred Gillett Trust, Shoemakers Museum, Clarks Village, Street, Somerset BA16 0BQ

Charity Number: 1165528