

Job Title:	Visitor Services Assistant	
Department:	British Golf Museum	
Reporting To:	Museum Manager	
Hours:	1 st April – 31 st October Saturday 09:00- 17:15 and Sunday 09:30-17:15 - 14hrs 1 st November – 31 st March, 09:30-16:15 Saturday and Sunday - 13.5hrs	
Location:	St. Andrews	
Contract:	Permanent, Part - time	

Job Purpose

The British Golf Museum, located in St Andrews, is a 5-star Museum at the heart of the home of golf. We are dedicated to providing the best visitor experience with the highest levels of customer service. We are currently seeking a Visitor Services Assistant to join our busy team as we prepare for the summer season.

Job Description

ROLE AND RESPONSIBILITIES

Core responsibilities are:

- You will be expected to work across all commercial areas of the Museum (admissions, retail, and galleries) as and when required
- You will be expected to work in the Museum shop, encompassing all aspects of retail activity, including but not exhaustive of stock replenishment and control, processing deliveries and cleaning
- Greeting customers and selling tickets
- Interact with customers in the Museum galleries, answering questions and queries as required
- Ensuring that all areas, interior and exterior, of the Museum, including the public toilets, are kept clean and tidy at all times
- Providing excellent customer service and proactively seek to enhance the visitor’s experience to make it a memorable one
- Assist the Curators as and when required with cleaning objects and moving them
- Take accurate telephone messages in a friendly manner and pass them on in a timely fashion
- Giving visitor tours if required
- Undertake any reasonable task requested by your Line Manager
- You may be expected to help in the Café at peak times

EXPERIENCE

- Proven experience of providing excellent levels of customer service
- Experience of cash handling and working with a till
- Additional language – advantageous
- Must understand sales and merchandising methods, including upselling and display
- Must have knowledge of and/or an interest in golf

SKILLS & ATTRIBUTES

- Must be highly presentable and of smart appearance
- Excellent communication skills
- Excellent attention to detail
- Reliable and flexible

- Ability to work in a team but also to use own initiative
- Ability to work flexibly in all aspects of visitor services
- Ability to speak clearly and confidently

To apply for this vacancy, please send your c.v. and covering letter to Laura Kane on recruitment@randa.org by the closing date of Monday 22nd July 2019.

How your information will be used.

In order to progress your application, for administrative purposes, The R&A will record, keep, and hold the personal data which you have provided in this application stored in our Human Resources files. Your data will not be transferred to any third parties outside of The R&A group companies. If your application is successful, The R&A will hold this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event that your application is unsuccessful, we will hold the application form and the data contained for three months in case of a future vacancy, which we may invite you to apply for, following which we will delete it.

If you have any questions about The R&A's use of your data, please contact us.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.