

About the role

The Customer Services Assistants (CSAs) are responsible for the day-to-day visitor experience & operations of the Museum and bringing the history of the transport network in London to life. The role will actively promote our charitable objectives, Gift Aid, guidebook sales and the Museum's inspiring collection.

The role will deliver the on the Customer Promise, "Every Visit Matters" and the departmental strategy, offering a fun and engaging experience for our visitors.

Key Accountabilities

- To develop skills and specialise in one of the following operational areas; retail, admissions, gallery, and information desk, to support the overall daily operations of the Museum,
- To welcome and engage with visitors, always providing a consistently high level of customer service and to ensure the Customer Promise "Every Visit Matter" is delivered.
- Adhering to the Museum's policy and procedures, informing Management of any issues, and making recommendations for improvements.
- Anticipate and respond to the needs of visitors and guests to the Museum. Dealing with problems raised in an effective, appropriate, prompt, efficient and polite manner, or escalate where appropriate to the Duty Manager
- Ensures work environments are safe and secure, responding to breaches in security and safeguarding issues to ensure safety and the Museum's reputation.
- To carry out any other reasonable requests by the Museums management, such as working with the events team to get the Museum ready for functions.

Key Stakeholders

- Customer Services Managers / Supervisors– post holders line manager, post holder to provide operational & business support
- Head of Customer Services / Assistant Director: Visitor Services - Department senior managers
- Museum Technical team – post holder will liaise with the team on a daily basis ensuring the Museum galleries & interactive are working efficiently.
- Client departments – post holder will be responsible for delivering Service Level Agreements to other departments, including Retail, Curatorial and Learning.
- All museum employees, volunteers and other staff resources – post holder is responsible for providing consistent and effective support across departmental and project teams.

Knowledge, skills & experience

Knowledge

- A good level of IT/computer skills including a good working knowledge of email, internet, MS Word and Excel - essential
- Ticketing or ePOS experience - desirable
- Understanding of safeguarding - desirable
- Understanding of GDPR - desirable

Skills

- Proven excellent customer care skills, be pro-active in engaging with our visitors, ensuring they have an enjoyable, safe and secure visit. - essential.
- Must have excellent communication skills, able to communicate clearly and effectively with a range of individuals of all ages, including colleagues, customers, contractors, external stakeholders and the emergency services etc - essential.
- A high standard of numeracy and literacy, and an excellent command of written and spoken English - essential
- The ability to work as part of a team - essential.
- Able to work effectively under pressure - desirable

Experience

- A good level of experience of working in museums, visitor attractions, hospitality or retail environments - essential
- Ability to speak a second language is desirable.