

Job Description

Post Title:	Visitor Experience Assistant	Job Ref:	ORNC – 202503/VE&C/VEA
Area:	Public Engagement	Location:	Greenwich, London, SE10 9NN
Salary:	£13.15 per hour	Status:	Full-time
Hours:	Shifts will be variable and subject to operational requirements. Shifts will occur between 8am and 8pm, Monday to Sunday, including bank holidays.	Annual Leave:	25 days, pro-rata, exclusive of Bank Holidays
Reports to:	Visitor Experience and Retail Team Leader Visitor Experience Manager		
Role Purpose:	At the Old Royal Naval College, exceptional visitor experiences are at the heart of everything we do. The Visitor Experience Team is the first point of contact for welcoming visitors onsite and ensuring a positive experience onsite. The role is vital to achieving our admissions, retail, and visitor experience targets and as such demand's initiative, self-motivation, and strong interpersonal skills.		

KEY RESPONSIBILITIES

1. Visitor Engagement

- Welcome visitors to the Old Royal Naval College, providing a warm and engaging experience with information and guidance to enhance their visit.
- Present a variety of site-specific tours to the public, following relevant training.
- Encourage donations from visitors and support engagement including GiftAid.
- Provide high-level customer care, understand individual needs, and answer queries related to bookings, events, and retail products.

2. Retail and Ticketing Operations

- Maintain high standards in Visitor Welcome and Sales areas, including Front Desk, Admissions points, Retail areas, and public spaces.
- Operate tills competently, handle money and stock securely, and cash up accurately.
- Follow opening, closing, and cashing up procedures, respond to targets and KPIs, and handle box office inquiries and group booking requests.

3. Personal Development and Training

- Stay updated on visitor offers, retail products, events, and organizational operations through briefings, meetings, newsletters, and discussions.

- Actively engage in development discussions with your Line Manager, seeking professional development opportunities.

4. Other Duties

- Maintain personal appearance and adhere to the organization's uniform policy.
- Provide cover for shifts in cases of staff absence or illness.
- Perform other duties as reasonably requested by the Manager.
- Assist in emergency procedures and administer first aid if trained.

5. Common Responsibilities for All Staff

- Support the organization's mission, values, and create an attractive workplace.
- Encourage collective leadership, knowledge sharing, and relationship building.
- Incorporate principles of equality, diversity, and inclusion in all activities.
- Comply with financial, health and safety, and employment regulations.

6. General

- Implement equal opportunities policy and procedures daily.
- Acknowledge that the job description may change as the organization develops, with input from the post holder.

7. Professional Responsibilities

- Avoid actions conflicting with the organization's values and maintain professionalism.
- Treat stakeholders and colleagues with courtesy, respect, and dignity.
- Act in accordance with current and future policies, guidelines, and codes of practice.
- Develop and maintain skills appropriate to the post, staying updated with good practice.
- Safeguard sensitive and confidential information in line with the Data Protection Act 2018.
- Maintain boundaries of confidentiality and participate in organizational meetings.

PERSON SPECIFICATION

Visitor Experience Assistant

The Old Royal Naval College (The Greenwich Foundation) is committed to making appointments on merit by fair and open processes; taking account of equality, diversity, and inclusion.

Experience, Skills and Knowledge	Essential	Desirable
Previous experience working in a customer service and cash handling position in a visitor-serving cultural organisation.		✓
Determined and results-focused, with a track record of achieving targets.		✓
Ability to work effectively in small teams, quickly building positive working relationships.	✓	
Flexibility to work weekends, bank holidays, and occasional evenings.	✓	
Good presentation, communication, listening and interpersonal skills.	✓	
An interest in tourism, history, architecture, art, or visitor experience is desirable.		✓
A working knowledge of a foreign language would be useful.		✓
Personal Qualities	Essential	Desirable
To demonstrate commitment to the organisation's values and professionalism.	✓	
Is supportive and encouraging of other team members.	✓	
Is committed to achieving the goals of the department and of the ORNC.	✓	
Is approachable and ready to assist others.	✓	
A transparent way of working.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Excellent written and oral communication skills.	✓	
Able to maintain productive working relationships with external and internal contacts and providers.	✓	
Ability to work autonomously with limited support.	✓	
A logical thinker with strong problem-solving skills.	✓	
Ability to reach decisions and judgments based upon balanced assessment of the technical, business and human factors involved.	✓	
Accurate with strong attention to detail.	✓	
Calm under pressure, flexible, friendly and helpful.	✓	
Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post.	✓	
Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined.	✓	