

# Job Description Ribble Steam Railway (RSR)

## Front of House Assistant

### Reports to Front of House Manager

Salary £14,976 pa 24 hrs per week (including weekends and bank holidays in season)

### Job Purpose

**Reporting to the Front of House Manager, you will encourage and support a team of volunteers to deliver an enjoyable museum and attraction experience. A valuable member of our team, you will pride yourself in creating a welcoming experience for all our volunteers and visitors.**

You will enjoy working with others to make a difference, and will be committed to self improvement and helping others flourish. You will appreciate, respect and value the contributions of all.

In this role you will demonstrate the core abilities and skills required to coordinate and deliver a safe, enjoyable, sustainable museum and attraction.

### Duties and Responsibilities

- Support the Front of House Manager with the day-to-day operations and deliver excellent levels of customer care delivering services with the Front of House Team.
- Work alongside the Tearoom staff and volunteers to deliver front of house services from reception, catering, retail, and the museum.
- Work with the Front of House Director and Front of House Manager to encourage, motivate and support the Front of House and all RSR Volunteers.
- Support the delivery of behind the scenes services e.g. visitor communications and marketing, off-line and on-line (Facebook, Instagram, Email, Twitter and RSR website etc.).
- Assist in the development of the museum, keeping Museum Accreditation Standard documentation up-to-date (MODES).
- Contribute to museum exhibition and display ideas.
- Help with visitor research.
- Co-ordinate and help deliver museum education and learning events e.g. schools parties.
- Co-ordinate and help deliver special events and family activities.
- Be involved in internal team meetings and assist in shaping the future of RSR.  
Work to achieve personal objectives set with the Front of House Manager.
- Support with the Front of House Director & Manager on projects.

### Qualifications and Requirements (Essential (E), Desirable (D))

- 5 x GCSEs at grade 9-4 (A\*- C) in English and Mathematics or an NVQ Level 2 qualification (E)
- NVQ Level 3 qualification, or BTEC OND, or City and Guild Advanced Qualification (D)
- A knowledge of museums/heritage railways or relevant experiences (E)
- Confident use of English language to suit different visitors (E)
- Proof of right to work in the UK (E)
- Have a UK Bank Account in your own name (E)
- A willingness to train and develop. (E)
- A possess a full UK Driving License (D)

### Working Conditions

Your primary place of work will be at the Ribble Steam Railway in Preston. You may be asked to travel to other locations for work related activities, training and meetings.

Weekend and bank holidays working is essential during our open season (April – Early October) and December (Santa Specials). Some work in unheated buildings or outdoors is required.

## **Person Specification**

Attributes: Essential (E), Desirable (D)

### **Work Experience**

- Experience/interest in heritage railways and/or the heritage sector (D)
- Experience of working in the retail sector (D)
- Experience of working with administrative activities (E)
- Experience of working in a visitor attraction (D)

### **Skills and Abilities**

- High standard of written communication (E)
- Confident oral communication skills phone and face to face (E)
- Well-organised, with good co-ordination skills (E)
- Experience of Retail and EPOS and stock management systems (D)
- Ability to meet deadlines and multitask (E)
- Common sense and able to plan own activities (E)
- Confident use of computer packages e.g. Word, Excel, email etc. (E)
- Understanding and use of social media (Facebook, Twitter, You Tube, Instagram etc.) (E)

### **Personal**

- Excellent interpersonal skills with a proven ability to work with volunteers and employees of all ages, abilities and backgrounds, valuing and appreciating the skills/experiences of the team (E)
- Able to support various teams activities across several departments (E)
- Able to work with a willingness to guide and develop others (E)
- Willingness to learn through experience (E)
- Reliable and dependable (E)
- Able to take a flexible approach to the role and hours (E)

### **Other**

Sound problem solving skills (E)

Good time management skills (E)

A keen eye and strong attention for detail (E)

We expect you to demonstrate your commitment to our values to improve our experience for visitors, volunteers and staff. (E)

*Ribble Steam Railway's Values are;*

*Together we create:*

- *A "hands-on", interactive experience.*
- *A safe, relaxed, shared space connecting all ages.*
- *Interactions with friendly, knowledgeable people.*
- *Learning through fun and enjoyment, inspiration and creativity.*