# New PCC Logo for Letterheads (colour)

# JOB

# OUTLINE

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| **Dept:** Community & Wellbeing | | **Section:** Culture & Events | |
| **Post No:** COMU03026 | **Designation:** Harris Visitor Assistant | | **Grade:** 4  (SCP 6-8) |
| **Purpose of Role**  To provide excellent customer care, safety and security services for visitors and colleagues working as part of the Harris Visitor Team at the Harris Museum, Art Gallery & Library. | | | |
| **Main Duties/Responsibilities:**  Provide a warm Harris welcome and a first-class customer service to all visitors, always ensuring the highest standards of customer care and communication.  Provide relevant and current information about the Harris What’s on offer to visitors.  Support orientation and wayfinding of visitors to support them to navigate around the venue to access the services they need.  Ensure all customer complaints and comments are responded/dealt with promptly or referred to management as appropriate.  Maintain the highest standards of tidiness and appearance across all areas of the Harris.  Assist visitors to access the services on offer at the Harris to include assisting with Library Self-Serve, registration of new library members, placing book reservations, assisting with visitors using public computers, activities & events, collections & galleries.  Staff the box office as required, promote sales of goods, tickets, memberships, hires, donations, and other products as appropriate.  Support Harris fundraising activity, including promoting the Friends of the Harris and both cash and contactless donations to support our work (including counting and recording cash donations)  Collect visitor data and feedback about the visitor experience, encourage donations and promote exhibitions, events, library services and other Harris activities.  Shelving library items throughout the building as in line with the Dewey Classification System.  Provide digital support for visitors using the People's Network System.  Support the delivery of Harris activities including exhibitions, workshops, tours, public events, weddings, civic and corporate events.  Take a lead on setting up and preparing for various events and activities throughout the building, including room set up and take down, dressing of the venue and working to a clear operational plan.  Ensure safety and security of the building, collections, colleagues, and visitors.  Maintain safety and security in all public and non-public areas including gallery invigilation and conducting security checklists.  Open and close the spaces/building as required to operate the service.  **Other Duties & Responsibilities**  Commitment to continuing professional development, attending meetings and training sessions as required.  Ability and willingness to be a flexible, pro-active, and effective team member, supporting colleagues and be able to work with limited supervision.  To liaise and support colleagues in all departments of the Harris and carrying out relevant duties as required.  Assist in the induction, training, and support of new members of staff, work experience students and volunteers.  Support the delivery of the #HarrisYourPlace activity plan.  *NB: The Council is an equal opportunities employer and provider of services. It has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council’s standards.*  *In addition, other duties at the same level of responsibility may be allocated at any time.* | | | |
| Date produced: April 2025 | | | |