

Horse Guards, Whitehall, London SW1A 2AX

## Visitor Services Assistant

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**Job Title:** Visitor Services Assistant

**Organisation:** Household Cavalry Museum

**Location:** Household Cavalry Museum, Horse Guards, London, SW1A 2AX

**Hours: 37.5 hours per week**

This role is a permanent, full-time role, working 5 days out of 7 on a rota basis. The Museum is open 5 days a week in the winter and 7 days a week April to September.

**Contract:** Permanent

**Salary:** £21,000

**Reports to:** Museum Manager

**Benefits:** opt-in People's Pension scheme, 20 days paid holiday per year plus Bank Holidays. Long Service additional paid holiday days.

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### About the museum

The Household Cavalry Museum is a living museum that tells the story of the Household Cavalry. Based in one of Royal London's most historic sites, Horse Guards, Whitehall, the purpose of the museum is to educate the public and members of the Household Cavalry about the history, heritage, and daily life of the regiment.

Visitors learn about the traditions of the Household Cavalry and experience the daily ceremony of the King's Life Guard that has remained unchanged for over 350 years. The museum's location provides a unique backdrop that helps immerse visitors in the rich history and ongoing activities of the regiment.

### The role

This is an exciting opportunity for someone seeking to expand their knowledge and skills of the Museum sector. You will be joining a small and friendly team who will work together with you to help you settle in and enjoy your role. The focus is mostly public facing: delivering an excellent visitor experience at the Museum Ticket Desk and Shop, supporting our private and corporate events and public programme. The Visitor Service Assistant will be required to sell tickets, distribute touchscreen guides, and give general information to visitors. Following training you will be required to tell the story of the King's Life Guard, engaging with visitors and informing them about the Household Cavalry's dual ceremonial and combat role.

A background in Museums or Galleries is preferred but not essential and/or an interest in history would be desirable however full training will be provided.

The Museum operates a five out of seven-day rota (37.5 hours per week) and therefore weekend and Bank Holiday working will be required. The Museum hosts corporate events in the evenings, which require staff cover. In the event of additional hours being worked overtime will be paid.

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## **JOB DESCRIPTION**

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### **Key responsibilities and duties**

#### **MUSEUM HOUSEKEEPING**

- To put out signage, switch on cabinet lights and check the cabinets and prepare the museum opening for the day.
- Ensure that the reception area is safe, clean and tidy and that displays of retail items and visitor activities are clean and well stocked.

#### **CUSTOMER SERVICE**

- Meet and greet all visitors to the Museum cheerfully with a smile and eye contact to provide a welcoming and informed experience upon entry to the museum.
- To answer the telephone, respond to queries and take messages and bookings.
- To monitor the museum email inbox and respond to enquiries.
- To answer questions about the collection and the story the Museum is telling.
- To provide knowledge of the area and information about other London attractions.
- Actively listening to and responding to all visitor enquiries and feedback in a professional and courteous manner, resolving to a positive outcome, feeding back to the Museum Manager and escalating, where necessary.

#### **TICKETING & MUSEUM SHOP**

- To operate the ticketing service and to sell all available offers.
- To have knowledge of all ticketing deals and scanning tickets upon customer arrival.
- To ensure the shop is clean, tidy, with all items clearly priced.
- To actively sell merchandise, restocking and rotating stock as well as ensuring general up keep of the area.
- Cash handling. Training will be provided.

#### **HEALTH & SAFETY AND SECURITY**

- Maintaining a safe and secure working environment, liaising with the Museum Manager to ensure any hazards are reported, minimised and managed appropriately.
- Ensuring all accidents are reported to the Museum Manager and logged correctly.
- Maintaining a thorough knowledge of safety and emergency procedures.

#### **MUSEUM TOURS**

- To deliver a guided tour of the Museum after training and practice.
- To provide information to the visitors about the Household Cavalry.

#### **MARKETING, WEBSITE AND SOCIAL MEDIA**

- To work alongside the Museum team to generate content for the museum's website and newsletters.
- To work alongside the Museum team to generate content for social media channels.
- Monitor online engagement on the museum's social media channels, responding to questions and enquiries.
- To hand out leaflets to potential visitors outside the Museum particularly during Guard Change.

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**Other duties as requested by the Museum Manager:**

**PRIVATE AND CORPORATE EVENTS**

- To prepare the museum for, set up, and assist at Private Events.

**EDUCATION**

- To prepare and present educational sessions and events after training.

**Extra pay and Overtime**

Once trained, Duty Manager cover and overtime shifts will be available.

The Duty Manager would expect staff to show flexibility and respond positively to reasonable requests.

**PERSONAL SPECIFICATION**

|   | Essential | Desirable |
|---|-----------|-----------|
| <b>Experience and Knowledge</b>   |           |           |
| Experience of delivering high-quality customer service in a public facing environment   | ✓         |           |
| Experience of engaging the public, and sharing information in an interesting and compelling way   | ✓         |           |
| Demonstrable experience of processing customer payments using online, and in person point of sale systems including EPOS or ticketing systems |           | ✓         |
| Demonstrable experience of delivering public events in a museum, or similar heritage or arts venue  |           | ✓         |
| Proven ability to work effectively as part of a team, supportive and able to positively contribute to a cohesive working environment          | ✓         |           |
| Proven ability to work independently, remain self-motivated; carry out duties and follow procedures to the expected standards                 | ✓         |           |
| Awareness of Front of House Operations and Security procedures in a Visitor Attraction.   |           | ✓         |
| <b>Skills</b>   |           |           |
| Excellent communication skills  | ✓         |           |
| Excellent customer service skills   | ✓         |           |
| Strong attention to detail with high standards of presentation  |           | ✓         |
| Ability to work as part of a team   | ✓         |           |
| Ability to manage multiple tasks during busy periods  | ✓         |           |
| Able to confidently take on responsibility  |           | ✓         |

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|---|---|---|
| Ability to work well under pressure, independently problem solving, quickly and efficiently |   |   |
| Interest in, and knowledge of military history.   |   | ✓ |
| <b>Attributes</b>   |   |   |
| A pro-active approach to problem solving  | ✓ |   |
| Ability to work creatively  |   | ✓ |
| Enthusiastic, proactive and able to use initiative in different situations                  | ✓ |   |
| Reliable, Responsible and Trustworthy   | ✓ |   |
| Good team player  | ✓ |   |

### APPLICATION PROCEDURE

**Send your CV and covering letter to:**

Nicola Ayrton, Director: [museumdirector@householdcavalry.co.uk](mailto:museumdirector@householdcavalry.co.uk)

**In this covering letter:**

1. Please tell us how your knowledge, skills, and experience match the job description. (Maximum: 500 words).

**Application closing date:** Friday 8 September (12noon)

**Interviews:** Thursday 14 September.

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