**Visitor Experience Team Member with Horsecross Trading**

**Purpose of Role**

To provide fantastic customer care, deliver the highest operational standards and to adhere to all company Legal and Health and Safety obligations.

We want to create memorable visitor experiences for everyone who enters into either of our buildings. It has to be consistently brilliant and safe throughout their entire journey where they encounter genuine, warm and helpful team members each step of their way.

As a VET (Visitor Experience Team Member) you will exceed customer expectations and establish great working relationships with your colleagues that can be relied upon week in week out.

**Organisational relationships**

***Line Manager:*** Visitor Experience Manager

***External Relationships:*** Customers

**Location**

You will be based at both Perth Concert Hall and Perth Theatre and will be required to work across both spaces.

You may be asked to tour with productions and undertake other projects off site on occasion.

**Duties and Responsibilities**

* To work in a multi-tasking team that covers Bar Operations, Food Service, Waiting On, Ushering, Merchandise/Ice Cream Sales and Cleaning Details.
* To exceed customer expectation throughout the entire customer journey with exceptional customer care and assistance.
* Upselling our products from catering
* Have a clear understanding of product knowledge and of future events/shows
* Cash handling/security
* Health and Safety obligations
* To work well and consistently within the Visitor Experience team.
* To have a keen eye for attention to detail in each of the multi-tasking disciplines.
* To ensure you are ready and focussed for each shift you are scheduled for and on time

This job description is not exhaustive, and the post-holder will also be required to carry out any other reasonable duties.

**Responsibilities of all staff**

* To be aware of the work of other departments in the delivery of the company’s charitable objectives.
* Take an active part in communicating and cooperating with the entire Horsecross team
* Follow all Horsecross guidelines, policies and procedures
* Work in accordance with the Equality & Diversity Policy of Horsecross
* Be aware of and comply with rules and legislation pertaining to Health and Safety at work
* Have a proactive approach in your day to day approach to your role and your team

**Person Specification**

We are looking for people who can play a vital role in the day-to-day operations of Horsecross Trading, operating as a member of a high-performance team, with the following skills and experience:

**Essential skills & experience**

* Aged 18 or over
* Ability to work under pressure
* Excellent organisational and communication skills
* Excellent customer care skills
* Develop great working relationships with your fellow team members
* Standards in work and appearance.
* Multi-tasking skills, ability to adapt from one to the other

**Desirable skills & experience**

* Cash handling skills
* Knowledge of Scottish Licensing Laws
* Catering environment experience
* Knowledge of Scottish Arts Scene

**Terms and Conditions**

**Rate of Pay**

* Hourly Rate: £9.60
* Paid monthly in arrears by bacs transfer
* Basic rate of pay will be reviewed annually on 1 April

**Hours of Work**

You will work an average of 20 hrs per week, this will be annualised at 1,040 hours per year (pro rata for the first year of service). The year runs 1 April to 31 March. Due to the nature of the post, evening and weekend work will be required.

**Annual Leave**

Annual Leave entitlement is 30 days (rising by 2 days after 3 years’ service plus an additional 3 days after 5 years’ service), including 10 days Public Holidays (2 of which are fixed – Christmas Day, New Year’s Day).

**Pension**

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

**Eligibility to Work in the UK**

All UK employers are required to check the eligibility to work of employees prior to appointment. Any job offer will be made subject to production of the requisite proof of the ability to work – e.g. passport, other permitted ID and NI card, visa/work permit.