



Job Description: Visitor Experience Assistant

Full-time, seasonal (until 31st October 2021)

Location: David Livingstone Birthplace (DLB), in Blantyre

Reporting to: Director and Learning and Engagement Manager

Salary: £18,400 (37.5 hours per week over five days, including weekends and on occasion out with opening hours)

Background

This is an exciting time to come and join us, as we get ready for the re-opening of the David Livingstone Birthplace (DLB) in Summer 2021. Following a three-year refurbishment, we will open our brand-new museum exhibition, shop, and café.

The role will involve working on the ticket desk, retail and in the museum exhibition and providing the highest standard of customer care for all our visitors. The role will involve working on the ticket desk, retail and in the Museum exhibition.

The successful candidate will be friendly, welcoming, diplomatic and have a passion for the stories and histories relating to Livingstone, his collaborators and his context.

An ability to be able to engage with the complex narrative around Livingstone including black history, de-colonisation, faith, and imperialism are important and, although full training will be provided, an understanding of the complexities of these areas is vital.

About You

You will provide the highest standard of customer care, which is the focus of this role.

You will take pride in your work and be reliable. You will support our organisation's 'open to all' philosophy: as an inclusive organisation we champion diversity. You will provide the warmest of welcomes (and smiles!) to our visitors.

You will be able to work on your own or as part of a small team and will have a friendly and welcoming personality.

Responsibilities:

- Welcome visitors to the Museum exhibition and Birthplace site.
- Operate EPOS systems and sell visitor entry tickets.
- Act as an advocate for the David Livingstone Birthplace.
- Conduct Guided Tours on a variety of themes.
- Support the general operational running of the David Livingstone Birthplace.

- To assist with the running and operating of the shop and retail product management.
- Ability to manage card and cash transactions and to follow the finance procedures for end of day reconciliation.
- To deal with and manage visitor enquiries in person, via email or social media and via the phone.
- To act as invigilator and support the visitor experience in the museum exhibition.
- To assist with queries and manage the health and safety of our visitors.
- Support with the running of other activities and events on site as required.
- Other duties as required within the remit of the role.

Your Experience

- Experience of working in a museum, tourism and or cultural venue would be advantageous.
- Experience of having worked in a customer service environment and of supporting income generation.
- Ability to work flexibly to support with the needs of the Birthplace in its reopening year.
- Ability to work as part of a team, but also be able to work on your initiative as required.
- Experience of interacting with a variety of visitors and colleagues.
- Able to deal with and manage the issues of Livingstone's story diplomatically for our different visitor groups.

We encourage applicants from all backgrounds, and welcome applications from those facing barriers to employment, people living with a disability, people from a BAME background and those who identify as LGBTQI+.

Applications for the role in the form of a CV and covering letter (by midnight Sunday 2nd May) should be sent to Sandra Lowson sandra@david-livingstone-birthplace.org

Interviews will be held on Thursday 6th May.

Start date as soon as possible.

References and PVG check (cost covered by DLB) will be required for the successful candidate.

This role is funded by National Lottery Heritage Fund and Museums Galleries Scotland.

