



JOB DESCRIPTION

Title:	Visitor Operations Host - Interactive
Reports To:	JORVIK Group Interactive Team Leader and Deputy.
Salary:	£10.50 per hour
Holiday:	pro rata per hours worked
Hours of Work:	various, weekend and bank holidays included

Key Purpose of Role

To educate and entertain visitors to JORVIK Viking Centre in Viking Life and Archaeology.

Key Duties and Responsibilities

Uniform: Viking costume will be provided.

1. To welcome individuals, families, schools and other groups to the exhibition areas providing information, direction, and appropriate educational knowledge, enabling them to enjoy and understand the Galleries.
2. Ensure all visitor information is relayed for the development of JORVIK Viking Centre.
3. Promote the JORVIK Viking Centre policy of customer care, ensuring a courteous, efficient and helpful service to all visitors.
4. To maximise coinstrike sales and promote other secondary spend areas, e.g. Guide Book, Retail sales.
5. To introduce visitors to the Coppergate Gallery.
6. To act as the public face and historical interpreters of JORVIK Viking Centre, including having photos taken with customers.
7. To operate as a resource for other departments i.e. Marketing / PR.
8. To adhere to the Weekly and Daily rota as specified by the Visitor Operations Manager or Deputy Visitor Operations Manager and Team Leaders.
9. To assist the Visitor Operations Manager or Deputy Visitor Operations Manager with ensuring that the exhibitions are prepared on a daily basis as required, checking Galleries for safety and full operation, checking levels of consumables, standards of decoration and signage
10. To ensure that exhibition faults and cleaning issues are efficiently reported to relevant members of staff throughout the operational day. To inform the Visitor Operations Manager or other senior operational staff of any concerns or problems on a day to day basis.

11. To ensure the safety of visitors at all times, by adhering to Health and Safety regulations and appropriate codes of safe working practice laid down by the management
12. To be fully conversant with the information provided in the exhibitions, and to pro-actively gain additional historical or other appropriate information to assist with the presentation of the Interactive roles
13. To operate the Capsules On and Off positions.
14. To participate fully in the training programme as specified.
15. Take part in special events, corporate evening events or Outreach sessions.
16. To attend any meetings / training sessions outside of business hours as specified by management
17. To carry out any other duties of a similar nature as may be reasonably requested by the management
18. To ensure you follow Covid guidelines in place for staff and customer safety.