



## **JOB DESCRIPTION**

**Title:** Visitor Operations Host (DIG)  
**Reports To:** Visitor Operations Manager and Deputy.  
**Salary:** £10.50p/h  
**Holiday:** Pro-rata per hours worked  
**Hours of Work:** Various, weekend and bank holidays included

### **Key Purpose of Role**

**To ensure the smooth and efficient daily running of the Visitor areas at DIG and to interact and engage with the visitors.**

### **Key Tasks**

1. To interact with individuals, families, schools and other groups to DIG providing information, direction, and appropriate educational knowledge, enabling them to enjoy and understand the facilities including running Under 5's groups.
2. To promote the DIG policy of customer care, ensuring a courteous, efficient and helpful service to all visitors and to act as the public face of DIG.
3. To be fully conversant with the information provided in the exhibitions, and to pro-actively gain additional historical, archaeological or other appropriate information to assist with the presentation of the Interactive role
4. To run DIG birthday parties alongside a member of the JORVIK Visitor Operations Interactive Team.
5. To run Tiny Diggers (Babies and toddlers) and Little Diggers (Age 2 to 5 years old) sessions within DIG.
6. To ensure that the exhibitions are prepared on a daily basis as required, checking the activities and exhibition areas for safety and full operation, checking levels of consumables, standards of decoration and signage
7. To ensure that exhibition faults and cleaning issues are efficiently reported to relevant members of staff throughout the operational day. To inform the senior operational staff of any concerns or problems on a day to day basis

8. To work with the management to develop new initiatives, activities, and events to improve the offer at DIG
9. To work with the management to present educational workshops and resources to schools and other educational groups
10. To ensure the smooth, accurate and efficient operation in welcoming visitors to DIG and to be fully conversant with till operations. To ensure the highest standards of accurate and efficient cash handling and cash security procedures.
11. To maintain knowledge of current promotional offers, monitoring and providing feedback as required.
12. To liaise with the Reservations Department, and Admissions desk at the other attractions to ensure that accurate and up to date records are used and maintained.
13. To promote gift aid at every transaction, ensure that all gift aid information is obtained, and ensure that paperwork and records are kept. To pass all relevant information to the Finance Department
14. To maximise retail sales within the shop and admission area by effective merchandising, and pro-active selling. To ensure that the retail and admission areas are presented to the highest standards, items are fully priced, and that stock levels are maintained in the shop area
15. To identify any stock requirements on a day to day basis and ensure that the JORVIK Group Retail Manager at JORVIK are informed of any deficiencies
16. To ensure deliveries are dealt with effectively and efficiently: counting all stock and checking against delivery notes whilst storing safely in appropriate areas. To take part in the stocktaking procedure as required
17. 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
18. To work with and for the JORVIK Group team on events, corporate, marketing and educational activities, and work according to requirement at such events
8. To adhere to the rota as specified by the Management
9. To participate fully in the training programme as specified.
19. To attend any meetings / training sessions outside of business hours as specified by management
20. To carry out any other duties of a similar nature as may be reasonably requested by the management
21. To ensure you follow Covid guidelines in place for staff and customer safety.