

PORTSMOUTH NAVAL BASE PROPERTY TRUST

FRONT OF HOUSE VISITOR HOST

JOB DESCRIPTION

Purpose

To provide front of house visitor services at the Forgotten Craft Exhibition in Boathouse 4, Portsmouth Historic Dockyard and to perform Duty Fire Marshal responsibilities when required; ensuring compliance with the health & safety and fire management plans for the building.

The post-holder will be responsible to the Head of Operations.

Shifts will be worked on a rota basis to cover weekends, public holidays, Christmas opening and occasionally school holidays.

Duties

Exhibition & Front of House duties

1. To be responsible for the operation of the Forgotten Craft Exhibition. Checking that the interactive exhibits are working and reporting any faults to Head of Operations as and when issues arise.
2. To be responsible for ensuring the health and safety of the public whilst the Boathouse 4 building is open to visitors.
3. To be trained as a Fire Marshal and comply with the Boathouse 4 Fire Safety Management Plan.
4. To ensure that the mezzanine floor does not exceed its capacity by monitoring the people counter at reception.
5. To receive and welcome visitors into Boathouse 4.
6. To manage visitors and pre-booked groups effectively and direct them to the different areas of Boathouse 4.
7. To have a working knowledge of Boathouse 4 and offer visitors information and assistance where appropriate.
8. To comply with current Health & Safety legislation and the Portsmouth Naval Base Property Trust Health & Safety policy.
9. To help maintain a safe, secure and clean environment for visitors and for other members of staff.

10. To provide general information to visitors on other attractions in Portsmouth Historic Dockyard.
11. To liaise and co-operate with staff of the other operators within Boathouse 4, at other Historic Dockyard attractions, and at the National Museum of the Royal Navy.

Duty Fire Marshal

12. To undertake morning and evening building checks and to shut down and secure the building at the end of each day.
13. To be trained as a Marshal to comply with the Boathouse 4 Fire Safety Management Plan and to assume overall responsibility for building evacuation in the event of a fire/other emergency evacuation.

Equality

14. The post holder is required to work within the Equal Opportunities Policy (and all other PNBPT policies) and to take account of equality considerations within the remit of the role.

Person Specification

Essential:

- Previous experience in a public-facing role
- Strong verbal communication skills with the ability to communicate with visitors in a polite, courteous and professional manner
- Understands and can demonstrate good customer service skills
- A willingness to undertake all necessary training for the post – first aid, fire management and evac-chair training.
- To be able to work as a member of a team and without direct supervision
- A willingness to dress in corporate wear

Desirable:

- Experience of working at a leisure attraction or heritage site/museum
- Awareness of health and safety procedures relating to venues with public access
- To hold a First Aid Certificate
- Basic knowledge of a foreign language (e.g. French, German, Spanish)