

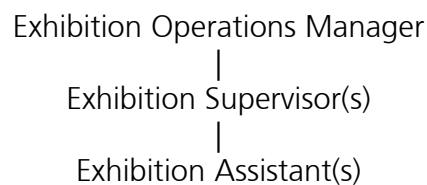


## **Job Description**

<b>Job Title</b>	<b>Exhibition Assistant</b>
<b>Reports to</b>	<b>Exhibition Operations Manager</b>

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### **Job Context**



The Exhibitions Operations Manager is line manager for the Exhibitions function which forms part of The Shakespeare Globe Trust.

The Exhibition function is responsible for providing an historical and theatrical context for the first time visitor to the Globe in conjunction with a guided tour of the auditorium itself. Within the SGT business framework the exhibition has been designed to attract a certain volume of visitors that will allow the operation to provide the SGT with a high level of financial contribution per financial year.

The Exhibitions Team aims to provide high levels of service to visitors and staff and to maximise visitor revenue in support of the Globe's mission and objectives.

Shakespeare's Globe is an educational charity administered by the Shakespeare Globe Trust.

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### **Purpose of the Job**

To provide the highest quality of service to customers entering the Exhibition including business clients. From proactively giving information to prospective visitors to dealing with cash and other forms of payment, cashing up and being accountable for the day's takings on the Admissions Desk through supervising the exhibits and assembling the guided tours.

## **Principal Responsibilities**

- To ensure that excellent customer service standards are delivered at all times
- To maximise sales through proactive selling of all the Globe's services and excellent product knowledge.
- To answer visitor enquiries, calling on the support of the Exhibition supervisors when appropriate.
- To operate the Admissions computerised ticketing system dealing with individual and group bookings, and merchandise when appropriate.
- To ensure the Globe's cash handling procedures are strictly adhered to in relation to security and accounting control requirements.
- To open and close the Admissions Desk, including cashing up and being accountable for the monies taken during the day.
- To assemble the Guided tours and liaise with Tour Guides to ensure the smooth running of the Exhibition and tours.
- To ensure that the Exhibition area(s) are clean and well presented at all times, reporting faulty equipment to the Duty Manager and Exhibition Administrator for repair.
- To have a strong working knowledge of the exhibition and its contents, as well as the 'story' behind the guided tours.
- To support the Exhibition Supervisors in the operation of the Exhibition Office.
- To support the Events and banqueting staff in the smooth running of events within the Underglobe and/or Exhibition.
- To represent the Globe at Trade Shows and other events and support promotional activities for the development of potential business and public clients.
- To work on a rota, which may include regular weekend working, including Bank Holidays and special events.
- To attend daily morning briefings on time and ready for work.

- To attend training sessions as required.
- To ensure punctuality, attendance and personal appearance meets the Exhibition Department's standards.
- To maintain an up to date knowledge of the schedules and events of other Globe Departments, such as may impact on the running of the Exhibition area(s).
- To bring to the attention of the Exhibition Supervisor/s any issues that may be prejudicial to the successful and smooth running of the Exhibitions operation.
- To be responsible for the health, safety and welfare of staff and customers, ensuring compliance with all legislation and Globe policy.
- To be flexible and adaptable in the undertaking of any other related duties.

### **Person Specification**

#### **Essential**

- Excellent customer service skills.
- The ability to obtain and show excellent product knowledge.
- Strong selling skills.
- Good cash handling skills.
- Computer literate.
- Ability to communicate effectively with a wide range of people.
- Able to use initiative and make confident decisions.
- Efficient and well organised with excellent attention to detail.
- Enthusiastic and able to work under pressure and to deadlines.
- Ability to be flexible and adaptable to changing situations and workload.
- An interest in the work of Shakespeare's Globe.

#### **Desirable**

- Experience of working in an exhibition or similar environment.