Queens’ College - Job Description

Title: Visitor Liaison Assistant (Casual)
Reporting to: Visitor Liaison/Tourist Administrator
Head of Department: Head Porter
College Officer: Domestic Bursar

Overall Purpose of Job
As part of the College ‘Front of House’ Porters Lodge team you have a key role to play in the image the College projects to visitors and the general public. You will act as an ambassador for the College greeting visitors, answering queries and handling merchandise sales.

Main Duties and Responsibilities include:
• Greeting visitors at the Queens’ Lane entrance, including tourists, non-members and approved tour guide groups, ensuring rules regarding group sizes are adhered to.
• Processing card payments from tourists for entry and providing information about self-guided tours.
• Managing the flow of tourists and non-members to prevent overcrowding.
• Ensuring visitors do not disturb the college’s day-to-day operations or wander into private areas.
• Informing visitors/approved tour guides of any access restrictions in college based on ongoing events.
• Promote and sell college merchandise while maintaining accurate stock records.
• Answering questions from visitors and providing information about the college.
• Upholding safety and security standards throughout the college.
• Undertaking appropriate training.
• Be familiar with the college layout and accessibility.
  o To undertake any other duties and responsibilities appropriate to the post and as directed by the Visitor Liaison/Tourist Administrator or the Head Porter, and to support the overall work of the College.

Person Specification
• Excellent customer service skills, with previous ‘Front of House’ or reception experience
• Strong command of spoken and written English
• Courteous, honest and trustworthy, with a friendly, approachable manner
• Excellent interpersonal and communication skills
• Reliability, enthusiasm, flexibility, and a ‘can-do’ approach are essential assets for this post
• Professional and smart appearance
• An interest in Queens’ College’s history and buildings

Remuneration and Benefits
Hours of work: Casual, variable and not guaranteed
Salary: £13.20 per hour
Pension: Membership of a College contributory scheme after a qualifying period as set out in current government legislation
Holiday: Equivalent of 6.8 weeks. This will be calculated at 13.01% of monthly pay and rolled up into each months pay.