

Visitor Interviewer

Job Purpose

To support the People's History Museum's (PHM) vision of being the 'go to place' for democratic engagement and the home of ideas worth fighting for, through conducting face-to-face interviewer led surveys and collecting accurate and efficient visitor data ensuring our visitors are at the heart of the museum's activities. Training will be provided.

Responsible to:	Communications & Marketing Manager
Contract:	Ten months, with possible extension subject to funding
Salary:	Approx. £9.00 per hour
Hours of work:	Weekend work of 3 hours per week/ 9 hours per month

Key Areas of Responsibility

Duties

- To approach visitors at the end of their visit and complete a questionnaire with them about their experience.
- To upload data collected at the end of each shift.
- Work to clearly defined targets and deadlines with the support of training as required.
- To perform all tasks in line with the museum's policies, including Equal Opportunities, Environmental and Health and Safety

General

- To complete other duties as required by the line manager or head of department that are commensurate with the grade
- To perform all tasks in line with the museum's policies, including Equal Opportunities, Environmental and Health and Safety

Interviewer

Person Specification

Essential skills	Application	Interview
Reliable with the ability to work on your own initiative	X	X
Good IT skills and comfortable with the use of a tablet	X	
Excellent verbal communication skills and confidence when approaching and meeting people	X	X
Excellent organisation skills and ability to manage your time effectively	X	X
Attention to detail, the ability to complete questionnaires accurately	X	X
Experience of administering surveys with visitors (paid or unpaid).	X	X
To be able to demonstrate a strong affinity with the cultural sector	x	X
Conditions <ul style="list-style-type: none">• Post can be set hours, on payroll and PAYE or flexible hours on a more casual basis in which case post – holder will need to invoice and provide evidence of self-employed tax position. These options will be discussed and clarified at interview.		

Where the post holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be pursued.