

## JOB DESCRIPTION



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|---------------|----------------------------|
| Job Title:    | Membership Sales Assistant |
| Division:     | Development                |
| Department:   | Membership                 |
| Salary:       | £21,000 per annum          |
| Reporting to: | Membership Sales Manager   |

### Background

The V&A is committed to creating a world class visitor and learning experience across all its sites and collections while looking to diversify and increase private and commercial funding sources. V&A Membership is a key facilitator in achieving these aims and therefore the growth of Membership is vital to the Museum's success. Presently, the V&A has approximately 91,000 Members, who connect and engage with the Museum in a variety of ways.

### Purpose of the role

The post holder will work across several front of house customer facing positions as well as fulfilling back of house office administrative tasks, all on a rota basis. They will be responsible for proactively converting general V&A visitors/ exhibition ticket buyers into engaged Members in collaboration with the Visitor Experience and Retail teams. The post holder will also provide service support to existing V&A Members at both the Members' Room Desk and ground floor Reception Desk (also includes coat check facility). The role will provide administrative support to the Membership Office during quieter times and at the beginning and end of desk shifts when the Museum is closed.

### Main tasks

#### Membership Operations

- Attend and contribute to daily briefings with colleagues and Membership volunteers
- FOH Membership desk duty as required by the rota across the Members' Room, Reception Desk and Cromwell Road Membership Desk
- Collaborate with the Benugo team working in the Members' Room to ensure a consistently high standard of service to all Members
- Ensure that the Members' Room is well stocked with relevant reading material, leaflets and general information

- When stationed at the Members' Reception Desk, provide an efficient, polite and professional coat check service as well as information provision and membership administration
- Record and pass on first hand feedback to the Sales Manager and the Services Manager in order to help us better provide for our Member's needs
- Keep up-to-date with the website and the events programme to ensure familiarity with the user experience, ticket/membership purchasing process and the current membership offering
- Follow up on any problem applications to ensure a timely resolve
- Answer phone enquiries efficiently and politely, ensuring the best possible customer services.
- Respond to e-mail enquiries quickly and efficiently, ensuring the best possible customer services
- Achieve high standards of data capture, including DOB, email and phone contact details as well as all appropriate permissions for communications
- Ensure the accurate and safe recording of personal, payment and gift aid information
- Collaborate with Visitor Experience and Retail colleagues to achieve the highest levels of Customer Service
- Work closely with all Membership Volunteers, assisting them where necessary and ensuring they are always up-to-date with relevant information
- Attendance at and assistance with appropriate events outside normal working hours
- Work within Departmental guidelines on computer security, record-keeping and data protection (Data Protection Act)
- Carry out any administration, as required. This may include updating the CRM database with details of new Members, renewals, changes of address, renewal mailings, Magazine mailings, Direct Debit fulfillment and other tasks

### **Other Responsibilities**

- Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures
- Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity
- Carry out ad hoc duties as requested by appropriate managers within your department

## **PERSON SPECIFICATION**

We are looking for someone with a proven record for professionalism, a proactive approach to all tasks and an excellent customer service record. Ideally the candidate will have a keen interest in progressing their career within a museum environment.

The position is being offered on a full time basis, working across a seven day rota. Regular weekends will be required with some Friday evening shifts.

### **Essential requirements**

1. Sales and customer service skills
2. Demonstrable understanding of Gift Aid
3. Strong organisational skills – ability to demonstrate an interest in process and order and to work within office systems
4. Responsive and confident with an ability to keep calm under pressure
5. Ability to use own initiative, take responsibility for tasks and complete efficiently
6. Meticulous attention to detail and high standards of presentation
7. A flexible, reliable and conscientious approach with the ability to work as part of a team and work with staff as required at events
8. Computer literate
9. Excellent communication skills, both verbal and written, and experience of dealing with people at all levels in professional situations
10. Interest and commitment to the work of the Victoria and Albert Museum

### **Desirable requirements**

1. Knowledge of the arts in the UK
2. Experience of working with a membership scheme
3. Experience of working in a gallery or museum

## **OTHER INFORMATION**

### **Hours/Salary:**

Net working hours (i.e. excluding meal breaks) are 36 per week. Standard daily hours are, 09.30 – 17.45 (ready to begin work at 09.30) working to a seven day Rota.

The salary for this role will be £21,000 (normal internal promotion rules apply). Salaries are reviewed on an annual basis.

### **Annual leave:**

28 days plus 8 days public holidays

### **Pension benefits:**

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

### **Other benefits:**

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

### **Application process:**

Please apply online via the V&A's website at [www.vam.ac.uk/jobs](http://www.vam.ac.uk/jobs)

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – [contacthr@vam.ac.uk](mailto:contacthr@vam.ac.uk) or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

**Closing date for receipt of applications is 22 March 2018**

**Interview expenses will not be paid unless there is a prior agreement.**