

Job Description

Department	CORPORATE RESOURCES
Job Title	VISITOR EXPERIENCE ASSISTANT
Grade	C
Primary Purpose of Job	Provide high quality and responsive customer services to all visitors to Bolton Libraries, Museums and Culture and ensure efficient access to the collections and services.
Reporting To	Visitor Experience Supervisor
Direct Staffing Reports	None

Main Duties

1	Assist with the efficient daily operation of customer facing services within Library and Museum buildings, ensuring buildings are well presented and a safe environment for customers at all times
2	Work as a team to deliver a high standard of customer care in all areas of service.
3	Provide access and promote the retail offer.
4	Give guidance to visitors and ensure they are supported in accessing all areas of service and collections including public access computers.
5	Carry out all general administrative and clerical routines as directed on a daily basis and prioritise work when necessary.
6	Promote all the services and collections within Libraries, Museums and Culture to visitors and provide opportunities for visitors to engage with them using social media channels where appropriate.
7	Participate in the resolution of customer enquiries in a variety of ways, either in person, by telephone or electronic means including social media where appropriate.
8	Input and extract data from manual and ICT systems in order to provide information, access to services and collections, advice and support for visitors.
9	Take an active role in supporting visitors in the use of ICT applications including basic functions of Microsoft Office applications and setting up of email accounts.
10	Take an active role in the planning, promotion and delivery of events, learning activities for children and adults as appropriate.

Our Values:

Accountability, Determination, Honesty and Respect, Making a Difference, Working Together

October 2025

11	Provide initial access to Tourist Information and to promote Bolton attractions and events to visitors.
Date Job Description updated:	October 2025
Job Description prepared by:	Head of Service

Person Specification

Department **CORPORATE RESOURCES**
Job Title **VISITOR EXPERIENCE ASSISTANT**

Stage One	Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk)) are guaranteed an interview if they meet the essential criteria for the role	
The Minimum Essential Requirements for the above Post are as Follows:		Method of Assessment
1. Skills and Knowledge		
1.	Customer focussed and responsive to the delivery of the service. Able to actively engage with customers and see the service from their perspective.	Application form / Interview
2.	Able to prioritise tasks to ensure completion with a timely and accurate approach.	Application form / Interview
3.	Excellent team working skills and able to actively use own initiative	Application form / Interview
4.	Good ICT knowledge of Microsoft packages, email, internet and social media	Application form / Interview
5.	To show interest, knowledge and enthusiasm for the library and museum services on offer and a willingness to engage with customers.	Application form / Interview
6.	Numerate with cash handling skills.	Interview
7.	Competencies – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section	Interview
2. Experience/Qualifications/Training etc		
1.	4 GCSE grades 9 to 4 (A* to C) or equivalent (or predicted)	Interview
2.	Experience of working with the public.	Interview
3. Work Related Circumstances		
1.	All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services	Interview

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2.	The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work.	Interview
3.	This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.	Interview
4.	This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods.	Interview
5.	Ability to travel within the Borough as required.	Interview
6.	Required to work flexibly and work alternative hours on occasion in order to respond to service requirements.	Interview
STAGE TWO	Will only be used in the event of a large number of applicants meeting the minimum essential requirements	
Additional Requirements		Method of Assessment
1. Skills and Knowledge		
1.	Experience of working in a Customer Service environment.	Interview
2. Experience/Qualifications/Training etc		
1.	ICT qualification	Interview

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Head of Service

These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.

Developing Self & Others

Promote a learning environment to embed a learning culture. Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

Civil Contingencies

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community. This could require working outside of routine working hours and working from places other than your normal place of work.

Equality & Diversity

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer's race, religion, gender, sexuality, disability or age.

Customer Care

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

Health & Safety

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

Data Protection and Confidentiality

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

Fluency Duty

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required by The Immigration Act 2016.

Working Hours

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

Safeguarding

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

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The values of an organisation are those key principles by which people are expected to work to day to day. They're our culture and help define what is expected of each and every one of us.



Accountability

take responsibility for actions,
stand by decisions...

Determination

don't give up, remain positive and
open to new ideas...



Honesty and respect

be truthful, open, fair, treat others
how you want to be treated...



Making a difference

work to a high standard, provide a
quality service, keep it simple...

Working together

share knowledge, support,
collaborate for better outcomes...



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