

Seasonal Visitor Experience Assistant £9.00 per hour (30 hours per week, starting Monday 28th June to 30th September)

Sulgrave Manor Trust is looking for an enthusiastic and experienced Visitor Services Assistant who will staff our welcome desk and enhance the visitor experience. Working days – Sundays, Mondays, Tuesdays, Wednesdays and Thursdays.

PURPOSE OF JOB

To welcome visitors, staff the shop/refreshments function during the open season. To support the Management Team in providing an excellent visitor experience across the site.

Main Duties

Deliver all the necessary processes and administrative systems under the direction of the Operations Manager to deliver the operation of the ticket desk, refreshments sales, shop and visitor welcome. To assist with the set-up, stewarding and break-down of events/activities, including hospitality functions where applicable, in liaison with other colleagues.

DUTIES AND RESPONSIBILITIES

To welcome visitors on arrival and offer them membership, gift aid and general information about the site.

To provide a consistent excellent service to our visitors that ensures their expectations are exceeded and respond courteously and appropriately to visitor enquiries and feedback.

To maintain excellent standards of site and personal presentation at all times, from providing a warm welcome to visitors, to site presentation including but not limited to general checks of all public areas including toilet cleaning and emptying of waste bins.

1. Carry out front of house activities at Sulgrave Manor:

- Welcoming Visitors and acting as an information point during visits.
- Deliver exceptional standards of customer service and presentation ensuring high standards of cleanliness are maintained across these areas.
- Answering telephone and email enquiries.
- Sales of refreshments from the welcome desk.
Setting up areas at start/end of day.
- Checking, tidying and re-stocking activity materials during the day.
- Light cleaning and tidying duties in the welcome areas – dusting stock, clearing tables, using the dishwasher.

2. Commercial: deliver targets, support growth and income generation:

- Opening the EPOS system at the start of the day and cashing up/balancing income at the end of the day.
- Operate the EPOS system for admissions and retail and be responsible for cash handling.
- Actively promote Gift Aid admissions to support the aims of the charity and upsell membership/season tickets etc.
Monitor stock and ensure stock rotation in the shop.
- Monitoring catering stock and preparing adequate supplies for each day.
- Adding new stock items to the EPOS system and notifying Operations Manager of stock requirements.

- Make shop stock orders as directed by the Operations Manager.

3. Administrative Duties

- Answering email enquiries for visitors and booking enquiries.
- Managing visitor data spreadsheets and general administrative tasks.
- Updating stock records.
- Updating Gift Aid data spreadsheets.
- Carrying out Visitor surveys and inputting data.
- Assisting with marketing tasks.

4. Any other duties and responsibilities appropriate to the post. These include but are not limited to:

- Assisting with administration for Weddings & Functions.
- Supporting events, meetings and functions on the site.
- Working with volunteers.

RELATIONSHIPS

The postholder will work directly for the Operations Manager and support the Management Team as required. This job will be based at Sulgrave Manor.

The post is part time seasonal: 30 hours per week from 28th June to 30th September on Sundays, Mondays, Tuesdays, Wednesdays and Thursdays 10.00am-4.30pm.

PERSON SPECIFICATION

EXPERIENCE AND KNOWLEDGE

ESSENTIAL

- Experience working in public and customer facing teams and delivering excellent customer care practice
- Experience of using own initiative
- Experience of operating EPOS systems and cash handling
- Sales skills and confidence in upselling
- Retail experience
- Experience of taking responsibility for H&S in own area

DESIRABLE

- Experience in retail display/hospitality
Knowledge and enthusiasm for history and heritage
- First Aid certificate

SKILLS AND ABILITIES

ESSENTIAL

- Excellent communication skills
- Proactive and enthusiastic approach to work
Ability to work well as part of a team
Reliability and punctuality



Self confidence in dealing with people of all ages and abilities
Enthusiasm for and commitment to engaging non-traditional heritage audiences
Ability to work flexibly including weekends

EDUCATION AND QUALIFICATIONS

Essential

GCSE or equivalent at grade C and above in English Language and Maths.

To apply, please send a CV (up to 2 sides of A4) and covering letter outlining how you meet the requirements of this post to: jo.cowley@sulgravemanor.org.uk.

Closing date: Tuesday 18th May at 12 noon. Interviews will be held on Tuesday 25th May at Sulgrave Manor.