

HCPT Trust Visitor Engagement Assistant Job Description and Person Specification

Job Title – Visitor Engagement Assistant

Reporting to – Hartlebury Castle Preservation Trust Activities Officer

Responsible for - Volunteers

Salary – £8440 (actual) per annum

Heritage Lottery Funded fixed term contract until March 2020

20 hours per week including alternative weekends

Job Background

Hartlebury Castle Preservation Trust is a registered charity formed to preserve Hartlebury Castle (home to the Bishops of Worcester for more than a thousand years) for education, the use and enjoyment of everyone, and to preserve the 18th century Hurd Library within the Castle. In October 2014 the Trust was awarded £5M by the Heritage Lottery Fund to purchase the Castle and Estate, with restoration work scheduled to be completed in March 2018.

The Visitor Engagement Assistants will help launch the next exciting stage of our HLF project; facilitating new visitor activities and enabling engagement with our new and innovative, exhibitions, to ensure an excellent overall visitor experience.

Our aim is to make the wonderful stories of the Bishops and the Castle, as well as the Hurd Library, the Collections of the Museum and Castle and Gardens into an integrated visitor destination. We are working in collaboration with Worcestershire Country Council and Museums Worcestershire to achieve this. The new visitor experience will include access to and interpretation of the Bishops House and grounds, regular events and activities, a café and shop. The site will also be operating as a unique private functions venue.

Job Purpose and Key Responsibilities

- To be an ambassador for the Hartlebury Castle Preservation Trust, (HCPT) maintaining a smart and professional appearance and providing a proactive and warm welcome for all visitors and maintaining a warm, welcoming and approachable manner in-person and on the telephone.
- To assist the Activities Officer, (AO) in delivering the targets and outcomes of the HLF Activity Plan, working with other members of staff and consultants to this end.
- To have day to day responsibility for supervising volunteers, including cover for non-attendees and breaks.



- To undertake rostered responsibilities for the opening to the public of the Bishops House and new interpretation and ensuring that high standards of customer care are delivered to all visitors.
- To be responsible for the high-quality appearance and maintaining the interpretation of the Bishops House on a daily basis, including the regular checking of visitor areas during open hours and undertaking any responsive cleaning or litter clearing which may be necessary.
- To patrol newly accessible exhibition areas and grounds to ensure the high standards of the appearance of the site and the collections.
- To be responsible for health and safety and security risks across the site, reporting any issues to the Activities Officer or a senior member of staff or Trustee.
- To be keyholder for the site, responsible for unsetting and setting alarms in the Bishops' Palace.
- To undertake regular operational duties to ensure the smooth running of the site.
- To assist the AO in delivering the community engagement projects involving groups, individuals, and partners, outlined in the HLF Activity Plan
- To assist with the delivery of the site-wide, HLF funded events programme, including supporting the planning and preparation prior to events, and delivery on the event days.
- Collate feedback to assist with the continuous improvement of the visitor experience, audience engagement and HLF project evaluation.
- To assist in the preparation and movement of HCPT exhibitions and display furniture and to prepare and clear rooms as instructed for special events and private functions.
- To be committed to HCPT's values and mission.

Key Relationships

- Internal – other staff and volunteers across HCPT and Museums Worcestershire, HCPT Trustees

External – to include visitors, event organisers, artists, performers, designers, Ecologists, Heritage professionals, writers, researchers, teachers, university professionals, suppliers and contractors, venue managers, etc



PERSON SPECIFICATION

Essential;

- Able to communicate with others in a warm, welcoming and approachable manner in person and on the telephone and explain a range of information in a clear and concise way.
- Experience of delivering high quality customer/visitor service in a fast-paced public facing environment.
- Experience of working with volunteers.
- Experience of leading a team
- Experience of health and safety and day to day operations
- Computer literate with knowledge of Windows-based applications such as word-processing, database, spreadsheets, Internet, email applications.
- Excellent organisational skills with the ability to multi task and prioritise a varied workload without regular supervision.
- Ability to take ownership of and solve problems quickly and sensitively using own initiative.
- Excellent written and verbal communication skills
- Ability to stay calm and polite under pressure and maintain a positive attitude

Desirable:

- Previous experience working in a heritage site or visitor attraction
- Experience of engaging positively with customers/visitors to develop loyalty and promote and sell products and services, preferably in a heritage, cultural or educational context
- Experience responding to written feedback and enquiries.
- Experience of working with children and families and delivering public events.
- Experience of delivering excellent service to visitors with Access needs and commitment to Equality & Diversity and Safeguarding
- High personal presentation standards.
- Working knowledge of various social media platforms

ADDITIONAL INFORMATION

Hours of work: 20 hours per week over a 2 week rota

This will include alternative weekends, evening and bank holiday working, and flexibility will be required.

Access to site: The post-holder will be required to have access to own transport and a full driving licence.

The post holder may be required to have an Enhanced DBS check

The post will include manual handling

The post holder will be required to stay on site during weekend shift breaks

Equality and Diversity

The Trust has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand comply with and promote its policies in their work.

Health and Safety

The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Trust will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Trust must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at the Trust.

