

HCPT Casual Visitor Engagement Assistant Job Description and Person Specification

Job Title – Casual Visitor Engagement Assistant

Reporting to – Hartlebury Castle Preservation Trust Audience and Engagement Manager

Responsible for - Volunteers

Salary – £8.50 per hour, holiday pay based on hours worked

Casual hours, including evenings and weekends, and sometimes with short notice.

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 Casual Visitor Engagement Assistants will help with facilitating our new and innovative exhibitions, to ensure an excellent overall visitor experience. The Trust works in collaboration with Worcestershire Country Council and Museums Worcestershire to make the wonderful stories of the Bishops and the Castle, as well as the Hurd Library, the Collections of the Museum and the Gardens into an integrated visitor destination. There is a thriving events and activities programme, including private functions and hires.

Job Purpose and Key Responsibilities

- To be an ambassador HCPT, maintaining a smart and professional appearance and providing a proactive and warm welcome for all visitors and maintaining an approachable manner in-person and on the telephone.
- To assist the Audience and Engagement Manager, (AEM) in delivering the targets and outcomes of the HLF Activity Plan.
- To have responsibility for supervising House Steward Volunteers, including cover for non-attendees and breaks.
- To undertake rostered responsibilities for opening up 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 of the Bishops House, including the regular checking of visitor areas during open hours and undertaking any responsive cleaning or litter clearing which may be necessary.
- To patrol the grounds to ensure the high standards of appearance.
- To be responsible for health and safety and security risks across the site, reporting any issues to the Audience and Engagement Manager or a senior member of staff or Trustee.

**Funding raised by
The National Lottery**
and awarded by the Heritage Lottery Fund



- To undertake regular operational duties to ensure the smooth running of the site.
- To assist the AEM 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.
- Collate feedback and evaluation 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

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:

The Castle is accessible by infrequent public transport. Free parking is available.

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.