



HCPT Visitor Engagement Assistant Job Description and Person Specification

Job Title – Visitor Engagement Assistant

Reporting to – Activities and Events Officer

Salary – £8840.00 per annum, part time (20 hours per week) until end March 2020, fixed term position

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 and restore the Castle and Estate, which reopened in April 2018.

Our purpose is to bring 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 partnership with Worcestershire Country Council and Museums Worcestershire to achieve this. The visitor experience includes interpretation of the Bishops House and gardens, regular events and activities, a café and shop. The site also operates as a unique private functions venue.

Job Purpose

- 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.
- 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 .
- Reporting to the Activities and Events Officer, (AO) this role is responsible to them in delivering the targets and outcomes of the HLF Activity Plan, working with other members of staff and consultants to this end.

- To assist the AO in maximising the opportunities for community engagement involving groups and individuals who hitherto have had no connection with Hartlebury Castle.
- To assist with the delivery of the site wide events programme in partnership with with partners from the private and voluntary sectors.
- To assist with the overall presentation (including animating and interpreting the period rooms and interpretive displays) of the Bishops House, Hurd Library and Chapel
- Collate feedback to assist the development and generation of new ideas or approaches in order to continuously improve the visitor experience.
- To undertake rostered responsibilities for the opening to the public of the Bishops House, meeting visitors and ensuring that they have an outstanding experience and that high standards of customer care are delivered
- To ensure that the Trust's security and collections care protocols are observed by visitors in the course of the public opening of the Bishops House.

Scope of Role

- The role reports to the Activities and Events Officer, with targets and outcomes agreed on appointment, then reviewed fortnightly in one to one meetings and annual performance reviews.
- The postholder will assist with the operations and security of Hartlebury Castle as the Trust requires.
- Able to collate feedback to assist the development and generation of new ideas or approaches in order to continuously improve the visitor experience.

Key Relationships

- Internal – other staff (both paid and voluntary), 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

KEY ACCOUNTABILITIES

1. Programme delivery – assist with the devising, developing and delivering of high quality annual programme of heritage and creative projects, exhibitions, events, cultural activities on site at Hartlebury Castle and as outreach across the region to engage and develop audiences and participants.	10%
2. Visitor engagement services delivery – assist with the devising, developing and delivering high quality visitor engagement services – e.g. public activities; workshops; tours;	35%
3. Site-wide events programme – working in partnership with private and voluntary sector organisations to assist in the delivery of the site wide events programme.	10%
4. Interpretation of heritage – utilise the historic setting of Hartlebury Castle and the interpretation displays and objects as the context on which to deliver an animated visitor experience using the interpretation and architecture as inspiration for content.	35%
5. Customer Services – provide services to meet the diverse needs of customers and maintain high quality standards.	10%

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.

Computer literate with knowledge of Windows-based applications such as word-processing, database, spreadsheets, Internet, email applications.

Working knowledge of various social media platforms

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.

Some experience of working with children.

Experience of delivering excellent service to visitors with Access needs.

High personal presentation standards.

ADDITIONAL INFORMATION

Hours of work: This is a part time (20 hours per week) fixed term position, based at Hartlebury Castle. The role works around a two week rota and will include regular weekend/evening working and flexibility will be required.

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

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 it's 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.

