



HCPT Visitor Experience Supervisor Job Description and Person Specification

Job Title – Visitor Experience Supervisor

Reporting to – Operations Manager

Salary – £9266 per annum, part time (20 hours per week)

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 collaboration with Worcestershire Country Council and Museums Worcestershire to achieve this. The visitor experience includes interpretation of the Bishops Palace and grounds and gardens, regular public events and activities, a café and shop. The site also operates as a unique private function venue.

Overall purpose of the role

To support the creation of an outstanding visitor experience by providing a warm and professional welcome to visitors to the Bishops Palace, Grounds and Gardens and assisting with events and activities

Duties and responsibilities

- To undertake rostered responsibilities for the opening to the public of the Bishops Palace and Grounds and Gardens, meeting visitors and ensuring that they have an outstanding experience and that the highest standards of customer care are consistently delivered
- To supervise and support the volunteer workforce
- To assist with the delivery of the site wide events programme in partnership with partners from the private and voluntary sectors

- To assist the Operations Manager in maximising the opportunities for community engagement involving groups and individuals
- To assist with maintaining the overall presentation of the Bishops Palace, Hurd Library and Grounds and Gardens
- To be an ambassador for the Hartlebury Castle Preservation Trust, ensuring that visitors have a clear understanding of the vision and values of the charity
- To maintain a professional and business-like appearance commensurate with this customer facing role and communicate in a warm, welcoming and approachable manner
- To support HCPT's fundraising objectives by ensuring visitors are aware of the opportunities available to support the charity's work
- To collate and analyse feedback to assist the development and generation of new ideas or approaches in order to continuously improve the visitor experience
- 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 Palace and Grounds and Gardens
- To undertake regular security, safety and operational checks as directed by the Operations Manager.

Key Relationships

- Internal – other staff (both paid and voluntary), across HCPT and Museums Worcestershir), 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 | Desirable |
|-------------------------------|---|--|
| Experience | <ul style="list-style-type: none">• 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 of delivering high quality customer/visitor service in a fast-paced public facing environment• Experience of delivering excellent service to people with additional needs | <ul style="list-style-type: none">• Experience of working in a heritage site or visitor attraction.• Experience responding to written feedback and enquiries• Experience of working with children. |
| Skills & knowledge | <ul style="list-style-type: none">• Computer literate with knowledge of Windows-based applications such as word-processing, database, spreadsheets, Internet, email applications• Working knowledge of a range of social media platforms• Excellent organisational skills with the ability to multitask 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 | |
| Personal qualities | <ul style="list-style-type: none">• Ability to communicate with others in a warm, welcoming and approachable manner• Excellent personal presentation standards consistent with this customer facing role• Ability to stay calm and polite under pressure and maintain a positive attitude | <ul style="list-style-type: none">• Willingness to participate in events and public activities |

ADDITIONAL INFORMATION

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| Hours of work: | This is a part time (20 hours per week) based at Hartlebury Castle. The role works around a two-week rota and will include regular weekend/Bank Holiday/evening working and flexibility will be required. Additional hours may be required to cover private events outside normal opening hours. |
| Access to site: | The post-holder will 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.