



## **HCPT Visitor Experience Supervisor Job Description and Person Specification**

**Job Title** – Visitor Experience Supervisor

**Reporting to** – Operations Manager

**Salary** – £6.83-£9.50 (Minimum/Living wage – age dependent)

**Hours** - Average 41 hours across 4 week rotation. Open to discussion for the right candidate.

### **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. Our vision is that Hartlebury Castle is, through careful stewardship, cherished, celebrated and understood, providing an unmissable experience that inspires, informs and delights all who visit. 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.

Hartlebury Castle comprises of three areas, the Bishop's Palace, its grounds and Worcestershire County Museum. Our purpose is to bring the wonderful stories of the Bishops and those who lived and worked at the Castle to life, becoming a prime visitor destination in the West Midlands. Hartlebury Castle works in collaboration with Worcestershire Country Council and Museums Worcestershire, who operate Worcestershire County Museum. The visitor experience includes exploring the Castle site, regular public events and activities, a playground, shop and an independent café. The site also operates as a unique private function venue, including weddings.

We are looking for a motivated, pro-active person to join our team, who can work with flexible role requirements to meet the operational needs of the site, and can work in a fast-paced environment during busy events.

### **Overall purpose of the role**

To support the creation of an outstanding visitor experience, by maintaining presentation of the site, supporting volunteers, providing a warm and professional welcome to visitors, 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 supervising volunteers as they welcome visitors, ensuring that they have an outstanding experience and that the highest standards of customer care are consistently delivered.
- To maintain the overall presentation of the Bishops Palace and Grounds including routine end of day cleaning and regular deep cleans.
- To supervise the volunteer workforce, with guidance from the Operations Manager, ensuring administration is completed efficiently, shifts are filled and volunteers are valued and supported
- Where volunteers are unavailable assume the volunteer role, welcoming visitors in a warm and friendly manner.
- To assist with the delivery of the site wide events programme, both public and private.
- To assist the Operations Manager with group and school visits as required.
- To maintain a professional and business-like appearance in keeping with this customer facing role and communicate in a warm, welcoming and approachable manner
- To maintain continuous line of communication with job counterparts and Operations Manager to ensure smooth operation of site.
- To liaise and work with Museums Worcestershire, and other external partners and contractors in a professional and friendly manner.
- To support HCPT's fundraising objectives by ensuring visitors are aware of the opportunities available to support the charity's work, for example through donations or volunteering.
- To collect feedback for the Marketing team on occasion, in order for HCPT to continuously improve the visitor experience.
- To ensure that the Trust's security and collections care protocols are observed by visitors and volunteers.
- To undertake regular security, safety and operational checks as directed by the Operations Manager.
- Due to the nature of the business, flexible working is required and there may be other necessary duties.

- Manual handling and movement around all areas of the 26acre site are involved in the role, so a degree of physical fitness is required.
- To be an ambassador for Hartlebury Castle Preservation Trust, ensuring that visitors have a clear understanding of the vision and values of the charity

### **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

## **PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering high quality customer/visitor service in a fast-paced public facing environment.</li> <li>• Experience of working with/alongside volunteers.</li> <li>• Experience of communicating people from a variety of ages and backgrounds.</li> <li>• Experience of working as part of a team, either in work or a voluntary setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a heritage site or visitor attraction.</li> <li>• Experience of engaging positively with customers/visitors to develop loyalty and promote and sell products and services</li> </ul>
<b>Skills &amp; knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills with the ability to multitask and prioritise a varied workload without regular supervision</li> <li>• Ability to solve problems quickly and sensitively using own initiative.</li> <li>• Excellent written and verbal communication skills</li> <li>• Computer literate with knowledge of Windows-based applications such as word-processing, database, spreadsheets, Internet, email applications</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• You will have a warm, welcoming and approachable manner</li> <li>• Ability to stay calm and polite under pressure and maintain a positive attitude</li> <li>• Excellent personal presentation standards consistent with this customer facing role</li> <li>• You will have a proactive, can-do attitude</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in history and historic houses</li> </ul>

## **ADDITIONAL INFORMATION**

**Hours of work:** This is a part time based at Hartlebury Castle. The role works around a four-week rota, averaging 41hrs across this. The role is one day a week, with one weekend in every four. The role 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:** Due to the location of the site, access by public transport is limited and not available on Sundays. It is therefore recommended that the post-holder has 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 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.

