



Visitor Experience Supervisor (Casual) - Job Description

Job Title – Visitor Experience Supervisor (Casual)

Reporting to – Operations Manager

Salary – £7.49-£10.42 per hour (Minimum/Living wage – age dependent)

Job Background

Hartlebury Castle has a fascinating history, with many intriguing stories to tell. Three of its bishops became saints, two were burned at the stake and one became the Pope who refused Henry VIII his divorce. They have amazing stories to tell and their history alongside that of Hartlebury Castle is inextricably linked with the history of the nation.

The estate is owned by Hartlebury Castle Preservation Trust, a registered charity. Our purpose is to bring the wonderful stories of those who lived and worked at the Castle to our visitors and the wider public. Working in collaboration with Museums Worcestershire, who operate Worcestershire County Museum, visitors can experience hands-on exhibitions, talking portraits and a beautiful moat walk as part of their day out.

The estate includes a café, shop and let cottages. We also continue to make memories as a unique private function and wedding venue.

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.
- 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 set up rooms for above bullet points, including moving of furniture.

- 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 lines 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 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.
- Other duties as 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.

Manual handling and movement around all areas of the 26 acre site are involved in the role, so a degree of physical fitness is required.

Key Relationships

- Internal – other staff and volunteers across HCPT and Museums Worcestershire, HCPT Trustees
- External – to include visitors, event organisers, artists, performers, Ecologists, Heritage professionals, writers, researchers, teachers, university professionals, suppliers and contractors, venue managers, etc

Additional Information

Hours of work: Casual. Can include weekend, evening and Bank Holidays.
A standard day shift you may be asked to cover is 7.25hrs (weekdays), 6.25hrs (weekends), though these may sometimes be longer. There may also be additional shifts available to cover events.

Access to site: Due to the rural location of the site and restricted public transport, ideally the post-holder will have access to and use of own transport.

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.



Visitor Engagement Supervisor (Casual)- Person Specification

Experience:

Essential

- Experience of delivering high quality customer/visitor service in a fast-paced public facing environment.
- Experience of working with/alongside volunteers.
- Experience of communicating people from a variety of ages and backgrounds.
- Experience of working as part of a team, either in work or a voluntary setting.

Desirable

- Experience of 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.

Skills & Knowledge:

Essential

- Excellent organisational skills with the ability to multitask and prioritise a varied workload without regular supervision.
- Ability to solve problems quickly and sensitively using own initiative.
- Excellent written and verbal communication skills.

Personal Qualities:

Essential

- You will have a warm, welcoming and approachable manner.
- Ability to stay calm and polite under pressure and maintain a positive attitude.
- Excellent personal presentation standards consistent with this customer facing role.
- You will have a proactive, can-do attitude.

Desirable

- An interest in history and historic houses.