**JOB DESCRIPTION**

**JOB TITLE: Front of House & Operations Assistant**

**HOURS:** Summer Open Season (April to October) 3 days per week

(Thurs - Saturday 9.30am – 5.30pm)

**RESPONSIBLE TO: Visitor & Volunteer Manager**

**PURPOSE OF THE JOB**

To assist the Visitor & Volunteer Manager with all aspects of the day-to-day running of Kelmscott Manor during its Open Season. This could include working in the ticket hut, as a welcome host, shuttle bus driver or covering steward responsibilities in the manor house

**MAIN DUTIES AND RESPONSIBILITIES**

*Key responsibilities:*

1. Visitor Experience & Operations

* to welcome and orientate visitors.
* to provide invigilation in the period rooms as required, ensuring the security of

the collections and responding to visitor enquiries/feedback.

* to oversee Volunteer rota changeovers during Open Day as required.
* to welcome visitors at our field car park and give directions.
* to assist with group visits.
* to assist with daily set-up and end-of-day procedures.
* to issue entry tickets and provide till cover as required.
* to be responsible for the processing and safe accounting of cash, cheque, and credit card transactions.
* to monitor all aspects of the site, its use, and its enjoyment by visitors.
* to carry our evaluation of visitor enjoyment of the site and its facilities.

*Training in the operation of tills and in the procedures relating to cash, cheque and credit card accounting and reconciliation will be provided*

2. Friends Scheme

* to assist in the promotion and administration of the Friends scheme, and to process applications as required.

3. Admin, Volunteers & General

* to assist in ensuring that the volunteer rota is efficient for Open and Group Days.
* to provide leadership and supervision of volunteers as directed by the Visitor & Volunteer Manager.
* to answer general enquiries and provide information on Kelmscott Manor facilities.
* to work within and implement the Society’s policies on security, disaster, emergency procedures and health & safety.
* to assist in the opening and locking buildings on site as required.
* to always take reasonable care of your own health and safety and to maintain an awareness of the wellbeing and health & safety of Volunteers.

4. The Manor runs an electric shuttle bus from the field car park to the Manor throughout our open days. If confident to do so, we would like assistants to also drive this vehicle. Full training will be given.

5. To undertake any other tasks and duties reasonably required by the line manager.

**PERSON SPECIFICATION**

| **ESSENTIAL** | **DESIRABLE** |
| --- | --- |
| Training, Experience and Qualifications |
| * Experience of providing excellent service to the public
 | * Commitment to a career in the heritage sector
* Experience of working or volunteering within a heritage environment
* Experience or understanding of Friends/memberships schemes
* Experience of working with volunteers.
* Understanding of Gift Aid Schemes
* Experience of administration
 |
| Knowledge and Skills |
| * Demonstrable understanding of the principles of excellent customer care and visitor service.
* Ability to work well within a team as well as on own initiative
* Excellent oral and written communication skills
 | * Good level of IT skills, including MS Office
* Full clean driving license.
 |
| Interpersonal Skills |
| * Neat and tidy personal appearance
* Maintains and expects high standards of honesty and integrity.
* Keen to develop new skills in self and others
* Able and willing to work with a diverse range of visitors and colleagues
* Reliable and punctual
* Commitment to a high standard of customer service
 |  |
| Circumstances to consider |
| * To be prepared to be flexible in working hour patterns.
* There will be a requirement to work both indoors and outdoors.
* A commitment to Kelmscott Manor’s environmental/ ‘green’ action plan.
 |
| Physical/ Health Requirements |
| * Standing for long periods necessary
* Work entails reasonable lifting of heavy/ bulky objects within published health and safety guidelines on manual handling.
 |

June 2022