



Job opportunity: Visitor Experience Facilitator

Salary: £8.91 per hour
Hours: Zero hours
Contract: Zero-hour casual contract
Closing date: 5pm on 12th April 2021

This is an exciting opportunity for you to join the team at an established cultural organisation. As Norton Priory prepares to reopen following the impact of COVID-19, we have identified a need for new Casual Facilitator posts. Our peak trading period is April – October, with December also being typically busy with events and school visits. As this is a zero-hour contract post, the volume of available work is likely to be focussed during these times.

Your role:

You will be working alongside other members of the Norton Priory team to deliver a high-quality customer-focused service to our visitors and clients. This role is varied and includes front of house (or reception) duties and support at a range of events and activities, in particular wedding receptions. There will also be opportunities to deliver workshops and other learning roles.

Training will be provided to enable you to fulfil and grow in this varied role. You will be enthusiastic and friendly when dealing with our visitors and clients. You will need to work flexibly, including working outside normal office hours as required to meet the needs of the role and of the Trust. This will include weekend working, evening and late night working, term time and school holidays, and Bank Holidays.

About you:

You will be committed to delivering high-quality customer service and be passionate about Norton Priory and the site's unique history. You will be able to work on your own or as part of a small team, and will have a friendly and welcoming personality.

You will take pride in your work and be reliable. You will support our organisation's 'open to all' philosophy: as an inclusive organisation we champion diversity. You will provide the warmest of welcomes to our visitors.

About us:

Norton Priory Museum and Gardens receives 50,000 visitors per year, playing an active part in the local community, and is an independent museum, which is managed by a charitable Trust (Norton Priory Museum Trust Limited). We are Europe's largest excavated monastic site. The museum building opened in 2016 following a major rebuilding programme funded by the National Lottery Heritage Fund. 42 acres of woodland and a Georgian Walled Garden complete the visitor offer.

To apply: A candidate information pack and application form can be downloaded here: nortonpriory.org

Applicants should also complete an equal opportunities monitoring form.

For more information contact recruitment@nortonpriory.org