

Job Specification

Job Title	Visitor Experience Facilitator
Salary	£8.91 per hour
Responsible to	Visitor Experience Manager / Learning & Community Manager
Responsible for	N/A
Contract	Casual contract – zero hours
Job Purpose	To provide excellent customer service throughout the business, including front of house, and supporting with the delivery of events including weddings, corporate bookings, tours, education and community events.

Your job

As a Visitor Experience Facilitator you will be part of a team who support areas of work managed by the Visitor Experience Manager and the Learning & Community Manager. You may be working on your own, or as part of a small team, although there will always be other staff on site.

This is a varied role, with the opportunity to experience working on a wide range of activities delivered by Norton Priory. Being customer-focused and reliable is central to this role, as our facilitators work directly with all our customers in a variety of different settings. As an inclusive organisation which champions diversity, you will treat everyone equally, and will provide the warmest of welcomes and the highest levels of service to everyone who visits our site

Training will be provided as required for all aspects of this role, as part of our commitment to delivering a quality experience to our customers. Norton Priory is a small, friendly team and as Visitor Experience Facilitator you will become a part of this team.

Opportunities for work will vary throughout the year, so you will need to have a flexible approach to work, including working at various sites belonging to the Trust. Opportunities for work will include times outside normal office hours as required to meet the needs of the organisation, including weekend and evening working, as required.

Skills and experience

- Customer service experience
- Confident presenting to and communicating with different audiences
- Experience of working with a variety of groups including children and adults of all ages and abilities would be desirable
- Front of house (reception) or retail experience
- Experience of working in a heritage, voluntary, education or community organisation would be desirable
- Enthusiastic about the history, heritage and natural environment of Norton Priory Museum & Gardens and the surrounding areas
- Ability to work as part of a team
- Ability to work flexible hours including during term time, school holidays, evenings, late nights, weekends and Bank Holidays

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Principal responsibilities

1. To assist with wedding, celebration, corporate and group bookings including preparing the venue, room set up, take down including cleaning, and drinks service
2. To provide excellent customer service through reception duties:
 - meeting and greeting
 - answering telephones
 - taking payments for admission, memberships and shop sales
 - promotion of memberships, shop stock, courses and events
 - cashing up at the end of the day
 - providing tours for groups
3. To assist with the events programme;
 - setting up the venue
 - checking tickets and monitoring visitor numbers
 - supporting and looking after professional artists, who may be delivering events
 - delivering family activities which may include historical costume or themed dress (e.g. Halloween)
 - occasionally supervising volunteers
4. To deliver educational school and community sessions onsite and offsite including preparing session materials and setting up of classrooms.
5. Evaluate sessions when required to do so
6. Take reasonable care for your own safety at work, the health and safety of other persons affected by your actions at work and cooperate with colleagues in implementing Norton Priory's health and safety and fire evacuation procedures

Working relationships

The post holder will usually report to the Visitor Experience Manager, but will also work closely with, and may for certain activities, report to the Learning & Community Manager. The post holder will also work alongside our existing team of casuals, including reception (front of house) team members.

Other working relationships will include working alongside our Ranger on occasions, as well as the wider team and our volunteers for certain key events and activities in the Norton Priory Calendar.

Special conditions of employment

- There will be a six-month probation period for the successful candidate
- The successful candidate will be subject to an Enhanced Disclosure by the Disclosure & Barring Service (DBS)
- Norton Priory Museum and Gardens is a no smoking site. This includes the use of e-cigarettes
- This post is a zero-hour contract, requiring the postholder to be flexible around core opening hours (including Saturdays and Sundays) and with evening working for events etc. as required.

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- The site is open throughout the year, including Bank Holidays (with the exception of Christmas).

Criteria for selection

	Essential	Desirable
Qualifications		
GCSEs or NVQ Level 1, or equivalent experience	E	
Customer service or hospitality qualification		D
Knowledge & Experience		
Knowledge of till / point of sale systems		D
Customer service experience, ideally gained from a face-to-face environment	E	
Experience of working in a hospitality setting		D
Delivery of basic educational or other learning sessions		D
Past experience of cashing up and money handling		D
Experience of talking to small groups of people, to share information		D
Skills		
A good communicator	E	
Self-motivated and able to work on own or as part of a small team	E	
Ability to resolve issues quickly and effectively		D
Good IT skills		D
Personal Qualities		
Friendly and approachable	E	
Positive and enthusiastic outlook	E	
Reliable and good time keeper	E	
Passionate about Norton Priory and its role within the local community	E	
Clear commitment to the promotion of diversity	E	
Additional Requirements		
The ability to travel throughout the borough and further afield as required	E	
Flexible approach to working hours	E	
Full driving licence and access to vehicle with business insurance		D