

WALLED GARDEN WELCOME HOST

REPORTS TO: Head Gardener

MANAGES: N/A

CONTRACT TYPE: Part Time / Permanent

HOURS: 7 hours per week (worked as 2 shifts of 3.5 hours)

SALARY: £12.21

About Norton Priory

Norton Priory Museum and Gardens is operated by an independent, charitable trust, Norton Priory Museum Trust Limited. The Trust is dedicated to preserving and sharing the rich heritage of Europe's most excavated monastic site and the 900-year story of the estate. This approach reflects the Trust's Mission Statement: *To conserve, champion and celebrate the heritage, landscapes and collections of Norton Priory for present and future generations.* As a small, passionate team supported by a wider community of volunteers, the Trust strives to provide a warm, welcoming and valuable experience for all our visitors.

About the Role

The Walled Garden Welcome Host is based at the 2.5 acre Georgian Walled Garden, which is a short walk from the museum building. You will be responsible for opening and closing the garden, and work with a volunteer to provide a warm welcome, assist with visitor queries and help ensure the space remains welcoming and well cared for throughout the day. Your role will enhance the visitor experience and support the preservation of this special heritage site.

Working on a rota basis, your hours will be worked as 3.5 hours on 2 days per week. We envisage this being primarily over a weekend, or one weekend day and one weekday.

Key Responsibilities

- Be responsible for opening/closing the Walled Garden.
- Welcome all visitors warmly and provide a friendly, informative introduction to the Walled Garden.
- Check admission tickets and take payment for admissions and produce/plant sales via card machine.
- Maintain a clean and tidy appearance of the garden entrance, Rose Walk and children's play houses.
- Perform simple gardening tasks as required by the Head Gardener, (e.g. watering in hot weather or picking fruit).
- Conduct pre-opening daily site check to ensure the garden is safe, secure and ready to welcome visitors. Report any concerns with the Team Leader or relevant manager.

Person Specification

Essential

- Excellent interpersonal and communication skills.
- Confident engaging with visitors of all ages and backgrounds.
- An interest in history, gardens and/or heritage.
- Reliable, punctual and proactive with a welcoming demeanour.
- Comfortable working outdoors in variable weather conditions.
- Good time management skills.

Desirable

- Experience in a visitor-facing role, ideally in a heritage, garden, or museum setting.
- Basic knowledge of horticulture or Georgian history.
- First aid training (or willingness to undertake training).
- Experience supporting events or educational activities.

Team Responsibilities (Applicable to all roles)

- Ensure the health, safety and wellbeing of yourself, colleagues and visitors at all times.
- Act as a positive ambassador for the museum and charitable trust at all times. - Undertake Safeguarding and First Aid training.
- Assist with cleaning and preparation of internal spaces for daily opening and special events, which may be outside normal opening hours.
- Conduct pre-opening daily site checks to ensure all areas of Norton Priory, including outdoor spaces, are safe, secure and ready to welcome visitors. Log any concerns as a matter of priority with the Team Leader or relevant manager.
- Work collaboratively with colleagues and volunteers to provide a welcoming and inclusive visitor experience.
- Treat colleagues and volunteers with respect to foster a supportive and trusted working environment.
- Represent the Trust in a professional and positive manner at all times.
- Support weddings, events and other public-facing programmes as required, including occasional evening and weekend work.
- Support the Trust's commitment to sustainability by following environmental best practice (for example, recycling) and encouraging eco-friendly practices across the Norton Priory estate.
- Carry out other duties that may reasonably be required in line with the level and nature of the role.

Staff Benefits

- Access to professional development and role-specific training opportunities.
- Access to confidential staff wellbeing support on request.
- Opportunities to work in a unique and historically significant museum and grounds.
- Generous employer-contributed pension scheme.
- Staff discounts in the museum shop and the Brooke Café.