

WEEKEND WELCOME HOST

REPORTS TO: COMMERCIAL AND CORPORATE MANAGER

MANAGES: N/A

CONTRACT TYPE: Part Time / Permanent

HOURS: 7 hours per week

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 Weekend Welcome Host is the first point of contact for visitors to Norton Priory. As part of a close-knit team, the Weekend Welcome Host helps to create a positive and memorable experience for everyone who walks through the museum's doors, supporting the Trust's objectives through excellent customer service and a warm welcome.

Key Responsibilities

- Provide a warm and professional welcome to all visitors, ensuring a positive first impression, each and every time.
- Share information about Norton Priory's exhibitions, collections, events and the story behind the museum and its work.
- Operate the till system, processing admissions, memberships and shop sales.
- Encourage visitors to support the museum through donations, Gift Aid and retail purchases.
- Help maintain the cleanliness, appearance and safety of the welcome desk, entrance area and museum shop.
- Handle event enquiries and check visitors in using the ticketing app.
- Support weekend events and activities when scheduled.
- Assist with the set up and delivery of weddings including manual handling of chairs and tables, cleaning and preparing of event spaces, and fitting chair covers/table linen.
- Work collaboratively with staff and volunteers to deliver a high-quality visitor experience.

Person Specification

Essential

- A warm, friendly and approachable manner.
- Excellent communication and customer service skills.

- Reliability and a strong sense of responsibility.
- Ability to work independently and as part of a small team.
- Willingness to work regular weekend shifts and occasional Bank Holidays.
- An interest in heritage and museums.
- Good time management skills.

Desirable

- Experience in a visitor-facing role or retail/cash-handling experience.
- Familiarity with working or volunteering in a charity or non-profit setting.
- Basic understanding of health and safety, safeguarding, or emergency procedures.
- A local connection or knowledge of Norton Priory's history and importance to the local community.

Team Responsibilities *(Applicable to all roles within the organisation)*

- Support weddings, events and other public-facing programmes as required, including occasional evening and weekend work.
- 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 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.

Norton Priory Museum Trust Limited
Job Description



- Staff discounts in the museum shop and the Brooke Café.
- Free on-site parking.
- Invitations to staff social events.