

Job Description and Person Specification

Job title:	Wedding and Visitor Assistant
Salary:	£11.50 per hour or £4,485 per annum (based on working hours)
Working hours:	7.5 hrs per week (additional hours offered based on business need)
Contract type:	Permanent
Reporting to:	Operations Manager
Closing date:	Sunday 24 th March 2024
Interview dates:	Tuesday 2 nd and Wednesday 3 rd April 2024

About us

Norton Priory Museum and Gardens is a leading visitor attraction in the Liverpool City Region. Situated in Runcorn, Cheshire, the site extends to 42 acres and is recognised as Europe's most excavated monastic site. Spanning 900 years of history, Norton Priory is a key cultural venue, hosting a range of weddings and events and is one of the Arts Council England's National Portfolio Organisations.

The site is operated by The Norton Priory Museum Trust Limited, an independent charitable trust, which was founded in 1975. Key features of the site include the medieval remains of the priory, the Georgian Walled Garden, the visitor centre, which includes the medieval Undercroft and two exhibition galleries, and the woodland which includes summerhouses, play areas and a stream glade.

We pride ourselves on providing a high-quality visitor experience and a warm welcome to all our visitors, which means customer care is central to all we do. The Trust's mission statement outlines the key elements of the work of the Trust and of the organisation's priorities: *To conserve, champion and celebrate the heritage, landscapes and collections of Norton Priory for present and future generations.*

The varied nature of the work we do also brings opportunities for team members to be involved in a wide range of activities at the site. There is more information about Norton Priory on the website at www.nortonpriory.org.

Your job

As Norton Priory's Wedding and Visitor Assistant you will work as part of the team supporting the wedding and events offer through close working with the Weddings and Membership Coordinator and Operations Manager. You will be welcoming guests to the site, providing first point of contact for guests and suppliers, as well as ensuring the smooth running of events and ensuring the venue is attractive. This will include the setting up and taking down of furniture. You will work to a pre agreed running order to deliver a first-class experience for visitors.

Peak wedding season is between the middle of April and the end of September. In addition to weddings and events you will also be called on to support front of house duties throughout the year. This will increase during the winter months.

Work will be on a rota basis and is influenced by a wide-ranging events programme, which includes activity both inside and outside of normal site opening hours. Working hours will require regular weekend, late evening and Bank holiday working. At peak times your hours may exceed the contracted 7.5 hours. In these instances, any additional hours will be paid at the usual hourly rate for this post. The additional hours will not be classed as overtime.

The Trust is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's Office. It is your responsibility to ensure your work on behalf of the Trust is compliant with these regulations.

Key functions of this job

Your work will include:

- To provide a helpful and friendly approach for guests, visitors and suppliers at all times, being able to answer questions and supply information about the running order of the day.
- Lifting and carrying.
- Working with other team members to assist in the delivery of weddings and events.
- Working with volunteers to ensure the successful delivery of weddings and events.
- Cleaning of spaces and daily checks to prepare for the weddings and events, in accordance with the needs and demands of the site.
- Ensuring the safety of all guests, visitors, suppliers, staff and volunteers at all times in accordance with operational procedures and the Trust's codes of conduct.
- Supporting delivery of front of house duties.
- To undergo any training required to carry out any of the roles described in this job description competently and safely.

There are also a range of other aspects of the site which all team members are involved in. These include:

- Supporting team members with opening and closing the building at the start and end of the day.
- Be part of a culture of continuous improvement, ensuring that Norton Priory remains at the forefront of cultural and creative excellence for the benefit of all.
- Any other duties commensurate with the role.

Please note that this role is subject to an Enhanced DBS check.

Skills and Experience:

	Essential	Desirable	How Assessed*
5 GCSEs or equivalent, including English and Maths.	✓		A
Good verbal communication skills	✓		I
Awareness of and the ability to deliver excellent standards of customer care	✓		A / I
Ability to lift and carry	✓		A / I
An ability to work under pressure, a reliable approach and good timekeeping skills	✓		A / I
Proactive, with the ability to adapt to change quickly and easily.	✓		A / I
Basic IT skills including a working knowledge of Microsoft Office products including Word, Excel and Outlook.	✓		A

Ability to work independently and as part of a team.	✓		A / I
Being committed to 'Team Norton', ensuring customer service and company values are upheld at all times through own actions and effective team working.	✓		A / I
Treat colleagues and external partners with respect at all times.	✓		A / I
Protect the reputation and brand identity of Norton Priory Museum and Gardens at all times.	✓		A / I
Values aligned to the organisation's commitment to anti-discrimination and equal rights for all.	✓		A
Ability to work flexible hours, including term time, school holidays, evenings, weekends (on a rota basis) and Bank Holidays.	✓		A
Ability to travel	✓		A
Experience of working in a customer facing role		✓	A / I
Experience of working with volunteers, as part of a wider 'on-site' team.		✓	A / I

***Note on 'How Assessed' section:**

A	Assessed via information provided on Application Form
I	Assessed as part of the interview process
T	Assessed as part of short Task during interview process