



Waddesdon Manor

Job Description:	Visitor Services Assistant
Responsible To:	Visitor Operations Manager
Term of contract:	Position starting 9 th November 2018, ending 2 nd January 2019 Candidates must be available for training day – 19 th October 2018
Working Pattern:	All weekends and some weekdays (flexible contract)

Role Description

The Visitor Services Assistant (VSA) team work with the Visitor Operations Manager to provide the highest standard of care to visitors. The main duties are to enable visitors to enjoy their day by staffing the visitor reception points and assist visitors with site transport arrangements.

The VSAs are the first people that visitors interact with, and their role is therefore vital in creating a friendly, welcoming and relaxing atmosphere, enabling visitors to enjoy their day.

Each day a VSA will fill one of the following positions, which are allocated in advance on a rota basis:-

Ticketing and Visitor Information (indoor role based at the Welcome Pavilion and Visitor Information)

- Scanning National Trust membership cards and processing paying visitors, accurately recording sales and member visits through the EPOS ticketing system
- Ensuring that as many paying visitors opt in to paying the Gift Aid admission price, enabling Waddesdon to maximise revenue from tax benefits
- Suggest that non-members may like to join the National Trust by using appropriate literature and short key phrases to begin sales process
- Assist visitors in planning their day by discovering needs, offering appropriate literature, and passing on relevant daily information on events or activities
- Sell timed House Tickets to visitors, adhering to the maximum slot quantities
- Store any bags that visitors may have in the Visitor information office

Shuttle Bus Queue Co-Ordinator (outdoor role - Visitor car park and the North Fountain)

- Communicate with visitors that buses are running regularly and provide information to help visitors plan their day
- In the Car Park, scan National Trust membership cards, and ensure that all arriving NT visitors are recorded
- Provide assistance to visitors with mobility requirements, and explain their options as well as pre-empting any challenges that a historic environment may present
- Assist the bus drivers with the embarking and disembarking of visitors to ensure that the transport system runs as smoothly and efficiently as possible
- To greet coaches and provide information about their day and distribute pre-purchased House Tickets

Vehicle arrival coordination (Green Lane – outdoor role)

- Greet all arriving cars and ensure that visitors are directed to the visitor car park
- Greet arriving deliveries and any other and make the appropriate arrangements

Other Duties

- From time to time, the Visitor Operations Manager may direct a VSA to do any of the following:
- Top up leaflet holders. Replace signs and posters
- Provide support to out of hours events. Provide support to the Education department when needed

Characteristics

- Excellent interpersonal skills – good facilitator, negotiator, influencer
- Excellent communication both written and oral
- Proven customer service skills and experience working with the public
- Ability to deal sympathetically and efficiently in difficult situations
- Be able to work under pressure and to make decisions
- Numerate with excellent attention to detail
- Team working
- Excellent computer skills

Advantages

- A full driving licence valid for use in the UK
- Some experience working with EPOS systems
- Some experience in working in a historic house, heritage/museum or visitor attraction context

Terms & Conditions

Hourly rate: £7.50 - £8.70 dependent on age and experience

Holiday: Pro rata of 25 days per annum plus an allowance for bank holidays

Other: National Trust matched contribution pension scheme (up to 10%)

National Trust Staff Card entitles free entry for two people at all NT properties and a discount in their shops, including Waddesdon Manor retail and catering outlets