



WADDESDON

Role Profile Job Title:

Collection Security Assistant (Weekends only)

Department:

Visitor Operations

Location:

Waddesdon Manor, Bucks, HP18 0JH

Responsible to:

Visitor Engagement Manager

Collection Security Supervisor

Salary:

£8.30 per hour

Hours & Annual Leave:

Seasonal contract, March to December, working hours of approx. 10am to 4.30pm Saturday and Sunday. Hours are subject to change dependant on pre-booked tours and other house opening commitments.

Some evening and Bank Holiday cover will be required (double time will be paid for Bank Holidays). There will also be some additional hours during the Christmas season and cover will be needed for training days and courses.

Role and Responsibilities:

The seasonal post of Collection Security Assistant (CSA) will be responsible primarily for ensuring that the House and Collection are secured against theft and/or vandalism when open to the general public. The CSA will be a visitor-facing person engaging with visitors and other invited guests with courtesy and professionalism.

Work closely with the Visitor Engagement Manager (VEM) and the Collection Security Supervisor (CSS) to ensure Security Policies and Procedures are followed and enacted within the Collection.

Open and close the House each day as part of a team, including shutters, blinds, lights and curtains, taking particular care with historic Collection items and fittings.

Patrol the Collection during House opening times following a daily routine as instructed by the VEM and CSS. He/she will also respond to and investigate any alarms within the Collection after being informed of activations by the security department.

Confidently initiate and escalate an appropriate response to any situation, including those which compromise personnel, visitors or property.

Maintain security within the House and contribute to team effort by accomplishing related tasks as needed.

Work conscientiously and sensitively with other house staff and our large group of volunteers.

Be aware of the location and contents of emergency stores within the House and the CSA's role during Disaster Management.

Awareness of Fire Evacuation Procedures including the CSA's role during such an evacuation.

In addition the job holder may be required to perform other duties as reasonably required by the Organisation.

Requirements:

Experience of working with members of the public, including providing excellent customer service. A customer-orientated approach and being able to professionally and politely provide visitors with assistance and information are essential.

Flexible approach and attitude.

Smart and tidy appearance.

Excellent communication skills and a friendly and welcoming manner.

A First Aid Certificate would be desirable but not essential as training will be provided.

Physically fit enough to perform duties which might include; opening and closing large window shutters, putting out mobility ramps at the Main Door, pushing wheelchair users, climbing tall ladders and carrying large boxes.

Full driving licence is essential. A Category D1 on your licence is desirable but not essential.