



WADDESDON

Role Profile Job Title:

Visitor Operations Assistant

Department:

Visitor Operations

Location:

Waddesdon Manor, Waddesdon, Bucks, HP18 0JH

Responsible to:

Visitor Engagement Manager &
Collection Security Supervisor

Salary:

Up to £8.90 per hour

Hours & Annual Leave

Seasonal contract, with core hours February to December and possible additional hours during January, working hours of approx. 10am to 4.30pm Wednesday to Sunday. Five days per week commitment preferred. 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

Role

The seasonal post of Visitor Operations Assistant (VOA) is a multi-faceted visitor facing position working within a small team who are essential to the smooth running of the visitor experience. This position has dual responsibilities; assisting and facilitating exclusive access tours and ensuring that the House and Collection are secured and monitored when open to the general public. Post holders are expected to engage with visitors and other invited guests with courtesy and professionalism.

Primary Responsibilities

- 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. Maintain security within the House and contribute to team effort by accomplishing related tasks as needed.
- Supporting and facilitating exclusive access tours at the Manor. Duties may include; collecting keys, opening additional parts of the house, supporting guides leading tours, assisting visitors and securing the Collection at the end of the tour.

- Supporting and facilitating exclusive access tours at other locations on site. Duties may include; collecting and driving minibuses (where licence permits), meeting and greeting visitors in a friendly and welcoming manner, transporting visitors to various locations, opening and securing tour locations/buildings, supporting guides by tailing tours, operating remote payment devices and cash handling for after tour sales.
- Opening and facilitating access to the Wine Cellars and securing access to the Collection whilst the Cellars are open as well as supporting exclusive access events.

Additional Responsibilities

- Confidently initiate and escalate an appropriate response to any situation, including those which compromise personnel, visitors or property and the Collection
- Act as a first aider and fire warden within the House and additional locations on site
- 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 VOA's role during Disaster Management. Awareness of Fire Evacuation Procedures including the VOA's role during such an evacuation
- In addition the post 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 are essential
- A flexible approach and attitude as well as the ability to work as part of a small team are essential
- 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 of the Manor, pushing wheelchair users, using tall ladders and carrying large boxes
- Full driving licence is essential. A Category D1 on your licence is desirable but not essential

Additional Information

All post holders are required to perform all of the duties listed above

Attendance at all scheduled annual training is mandatory for all post-holders

Annual leave requests must be submitted at least three weeks in advance and approved by a line manager

Facilitating some exclusive access tours may require an earlier start and so a positive approach to some flexibility in working hours is desirable