



## **Weekend Visitor and Retail Assistant**

This new role at Chawton House will provide an exceptional visitor experience for all visitors during the visitor season (4th March – 16th December 2019).

The role welcomes visitors on arrival, encourages them to learn about and engage with all of Chawton House's offer, including the House, Library Collection, Gardens and Tearoom, and ensures all visitors have an enjoyable and memorable time with us.

The role will also provide a key point of contact for volunteers during open hours: allocating rooms to them, ensuring they have adequate breaks and supporting the Weekend Duty Manager in providing training and guidance.

**Reports to:** Weekend Duty Manager(s)

**Hours of Work:** 10:30am-4:30pm, Saturdays or Sundays only (to be decided upon offer of position)

**Salary:** £8.50 per hour

### **Core responsibilities:**

- Welcome all visitors on arrival and provide advice, guidance and information to enhance their experience;
- Actively drive the commercial activity of Chawton House by promoting and selling guidebooks, admission tickets and retail products and encouraging visits to the Tearoom and Gardens to enhance the visitor experience;
- Actively encourage donations from visitors, including via Gift Aid;
- Ensure the cleanliness and good presentation of visitor areas;
- Manage the telephone switchboard and front door operating system (full training will be provided);
- Liaise with the Weekend Tearoom Staff, helping where possible and reporting any issues/requirements to the Weekend Duty Manager;
- Follow all cash handling and financial procedures;
- Perform any other duties as reasonably requested.



### Skills and Experience

- Experience in a customer service or sales environment;
- Cash handling experience;
- A passion for delivering a great visitor/customer experience;
- A great communicator with the ability to connect and share knowledge with a range of different audiences;
- A willingness to learn and develop;
- Reliable and flexible;
- A great team player.

### Desirable

- An enthusiasm and passion for the collections and history of Chawton House;
- Experience of working with volunteers.

Please send a CV and Cover Letter to Louisa Carpenter, Visitor Experience Manager, no later than Monday 25<sup>th</sup> February 2019.