

Visitor Assistant – Job Description

Job Title: Visitor Assistant

Hourly rate: £12.21 per hour (22.5hrs per week)

Working days: Saturdays & Sundays plus either a Wednesday, Thursday, or Friday each week. Daytimes or evenings as required by Middleton Hall Trust on a monthly rota basis.

Start of contract: 18.04.2025

End of contract: 02.11.2025

Reports to: General Manager

Role Overview:

Middleton Hall & Gardens is seeking a proactive and enthusiastic individual to join our team as a part-time Visitor Assistant on a fixed term contract. The successful candidate will play a pivotal role in enhancing visitor experience by ensuring exceptional customer service and supporting the delivery of our visitor experience plan.

The candidate must possess the ability to work weekends and maintain flexibility in their working hours as required by Middleton Hall & Gardens, along with assisting in the organisation and execution of our popular public and private hire events.

Duties include but are not restricted to:

- Opening and closing the Hall, gardens, and visitor entrance
- Coordinating Front of House which includes supporting the volunteers, responding to volunteer and visitor queries and manning Front of House personally in the absence of a volunteer.
- Supporting the planning & implementation of children's trails
- Acting as a first aider and fire marshal (if you do not have training then this will be provided)
- Monitoring the Hall to make sure it is safe and tidy and that walkways are clear
- Promoting secondary sales such as guidebooks, plants and gifts amongst others.

- Playing a key role in ensuring financial targets are met
- Ensure high standards of cleanliness are upheld, which includes emptying bins and cleaning toilets
- Promoting the sale of annual passes
- On occasion, fulfilling the role of duty manager where required
- Opening/closing tearoom and serving drinks/food
- Responding to inquiries via phone and e-mail
- Helping to coordinate and deliver small-scale public & private hire events
- Follow all relevant health & safety guidelines and policies

Application Process:

To apply, please submit your C.V. and a cover letter outlining your relevant experience, skills, and interest in the role to:- steve.davies@middleton-hall.co.uk

Applications will be reviewed on a rolling basis until 17th February 2025.

Middleton Hall & Gardens is committed to diversity and encourages applications from individuals of all backgrounds.

Candidates will be called for interview no later than 21st February 2025. If you have not received contact from us by this date, then your application has been unsuccessful.

Note: This job description outlines the primary duties and requirements of the role but is not exhaustive. Additional responsibilities may be assigned as necessary to meet the evolving needs of Middleton Hall & Gardens.