

Job Description – Visitor Experience

Assistant, Operations

Reports to: Duty Managers

Department: Visitor Services (VS)

Main Function: Take an active leading role in ensuring an excellent visitor experience is always provided to maximise enjoyment for all. Actively optimise income generation through promoting the benefits of annual membership and events at Hever Castle. Maintain the security of the site and its assets to keep it a safe and enjoyable place to visit and work.

Seasonal Contract: May 2024 – January 2025

Hours: Minimum 3 days midweek, and some weekends, some evenings, bank holidays and school holidays

Duties & Responsibilities:

VISITOR EXPERIENCE

- Welcome all visitors, schools and groups visiting Hever Castle, encouraging visitors to engage in the exhibitions and activities
- Provide friendly, helpful, and approachable service to all visitors
- Provide accurate information to enable visitors to enjoy their day to the fullest
- Ensure visitors with additional needs are offered appropriate and relevant assistance
- Proactively upsell guidebooks on entry to the grounds
- Participate in visitor events as and when required
- Keep up to date with policies and procedures that relate to your role
- Actively sell and promote the benefits of annual membership
- Acquire a good knowledge of Hever Castle & Gardens, the visitor events program and overall history
- Help to maintain an attractive, clean, and tidy environment
- All transactions are effectively handled following cash handling, cashing up and reconciliation procedures accurately
- Be responsible for balancing takings at the end of the day in accordance with the current security and administrative procedures. Take all reasonable precautions as directed to keep cash, documentation, other valuables, and equipment secure
- Complete all necessary records and documents legibly and correctly
- Maintain the general health & safety of visitors and employees

OPERATIONS DUTIES

- Ticket admissions on entry using the EPOS tills and scanned membership cards
- Selling and processing annual memberships
- Ensure that all visitors receive a visitor map and any other information about the site or event
- Dealing with visitor enquiries on a day-to-day basis
- Ensure the efficient flow and careful parking of all visitors
- Litter picking and the collecting and disposal of rubbish
- Meeting and greeting groups on arrival and escorting them in through the main entrance to the grounds
- Ensure the safe use of the Water Maze, identifying maintenance issues and reporting appropriately.
- Checking for hazards throughout the grounds, reporting any litter and maintenance requirements to the Duty Manager
- Monitoring the cleanliness of toilet facilities throughout the day, reporting to the Duty Manager if any major cleaning is required
- Ensuring all areas are secure at the end of the day, and reporting any problems such as vandalism, unpaid entry, or anti-social behaviour
- Assisting with event and education workshops set up and take down

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

Knowledge:

- Good basic education with evidence of competencies in numeracy and literacy
- Knowledge of Hever Castle's estate and history

Skills:

- Customer focused
- Strong communication skills (verbal & written)
- Good team worker
- Persuasive selling skills
- Well organised
- Assertive
- Proven self-motivator
- Able to cope with varying pressures.

Experience:

- Customer service experience
- Sales and working to targets (desirable)
- Used to dealing with the public in face-to-face situations
- Cash handling (desirable)
- Experience of working in the heritage sector or at a visitor attraction (desirable)