



The Bishop's Palace  
WELLS · SOMERSET

<i>Title</i>	<b>Visitor Operations Assistant</b>
<i>Hours</i>	Various shifts across our 7 day rota.
<i>Report to</i>	Visitor Operations Manager with day-to-day supervision by the Visitor Operations Supervisor
<i>About The Bishop's Palace</i>	<p>As a charitable organisation our aim is to protect The Bishop's Palace, ensuring financial stability by engaging with a wide range of people for their enjoyment and learning.</p> <p>We expect all staff to understand, work with and strive to meet our mission, vision and values as a charitable organisation:</p> <p><b>Vision</b></p> <ul style="list-style-type: none"> <li>Protected forever, for all to visit, benefit from and enjoy</li> </ul> <p><b>Mission</b></p> <ul style="list-style-type: none"> <li>Our mission is to provide a place of hospitality for spiritual reflection, Christian ministry and learning, whilst conserving and developing the only living and breathing Bishop's Palace and Gardens open to everyone.</li> </ul> <p><b>What we value</b></p> <ul style="list-style-type: none"> <li>Our unique site and heritage</li> <li>Our warm, hospitable and engaging welcome</li> <li>Our local community, supporters and visitors</li> <li>Effective communication between ourselves and with the public</li> <li>The high aspirations of staff and volunteers</li> <li>The spiritual nature of the site</li> </ul>
<i>Purpose of role</i>	<ul style="list-style-type: none"> <li>Support the Visitor Operations Manager in ensuring the smooth delivery of all front of house staffing activities and visitor services</li> <li>Contribute to the general and day to day management and upkeep of the site</li> <li>Support the Duty Manager and deputise for them if required</li> <li>Actively welcome and greet visitors whilst offering an introduction to The Palace, seeking out opportunities to engage with visitors, answering any questions they might have as well as promoting all that the Palace has to offer, tailoring your approach depending on each individual visitor</li> <li>Encourage visitors to support the Palace by actively promoting Gift Aid on Entry and Membership of the Palace. You will be confident in face to face sales techniques including cross-selling and up-selling</li> <li>Be dynamic and far-sighted, delivering exceptional service to every customer</li> <li>We are recognised as one of the best visitor attractions in the South West, providing a very high quality of service to a growing audience and you will be motivated to bring this vision to life, sharing our passion for The Bishop's Palace</li> <li>Be a key ambassador for the Palace, being highly visible in the "free" area and on the shop floor; you will remain approachable and willing to help from the start of someone's visit to the moment they leave</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop an excellent knowledge of the Palace and become fully conversant with everything that the Palace has to offer</li> <li>• Strive to make sure that the Palace is a great place to work for your colleagues (both staff and volunteers), creating a positive and healthy working environment for all</li> </ul>
<p><i>Key tasks</i></p>	<p><b>Engaging with visitors</b></p> <ul style="list-style-type: none"> <li>• Ensure the site is opened and closed in accordance with procedures and monitor the security of the building during all opening hours throughout the year</li> <li>• Support the Duty Manager and deputise when required, ensuring an exemplary standard of property presentation and visitor care</li> <li>• Inspire a diverse audience of all ages and convert them to paid visitors to explore the Palace and Gardens</li> <li>• As required, work on Bank Holidays and weekends and help out at special events</li> <li>• Assist the Duty Manager as required with preparing the daily briefing sheet and by delivering the daily briefing if required</li> <li>• Ensure that all customers receive excellent customer care by remaining knowledgeable of all the activities within the Palace and grounds</li> <li>• Promote Gift Aid on Entry, Donations, Membership and Retail to secure income and ensure the long-term future of The Bishop's Palace</li> </ul> <p><b>Cash handling and procedures</b></p> <ul style="list-style-type: none"> <li>• Open, close and cash up in the shop as required</li> <li>• Record all admissions and sales accurately on the till to ensure the effective reporting of results</li> <li>• Adhere to all safety and security procedures relating to cash handling, resolving any discrepancies or irregularities that may occur</li> <li>• Participate in stock takes as required</li> </ul> <p><b>Maintenance and cleaning</b></p> <ul style="list-style-type: none"> <li>• Ensure the public areas of the site, particularly toilets, are checked as required throughout the day particularly during peak season and take action as necessary</li> <li>• Carry out tasks necessary for the wellbeing and appearance of the site, such as keeping the site free of debris and litter</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to Health and Safety regulations set out by The Palace Trust in accordance with its statutory regulations, in particular:</li> <li>• Report accidents</li> <li>• Deal with emergencies and first aid incidents, acting as a First Aider and/or Fire Warden</li> <li>• Undertake training as a First Aider</li> <li>• When necessary supervise the safe evacuation of the site</li> </ul> <p><b>Preventative Conservation of the Palace Collection</b></p> <ul style="list-style-type: none"> <li>• Help to ensure that visitors understand how to treat the Palace and gardens with respect</li> <li>• Support security procedures to prevent theft and malicious damage</li> </ul>

	<p><b>General</b></p> <ul style="list-style-type: none"> <li>Undertake such other duties and responsibilities as are specified by the Visitor Operations Manager and that are commensurate with the level of the post</li> </ul> <p><b>Dress code</b></p> <ul style="list-style-type: none"> <li>This role is central to our brand and vision. It is expected that any supplied uniform will be worn during your working day, ensuring that you are well presented at all times</li> </ul> <p><b>Training and Development</b></p> <ul style="list-style-type: none"> <li>Attend training and workshop days relevant to the role</li> <li>Develop knowledge of the Palace and gardens as a whole</li> </ul>
<i>Person specification</i>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Excellent team player</li> <li>Experience of customer-facing sales</li> <li>Results driven, with experience of working to measurable targets</li> <li>A proven self-motivator</li> <li>Outstanding communications skills</li> <li>Positive 'can do' attitude</li> <li>Ability to remain calm under pressure, particularly during peak times and busy holiday periods</li> <li>High standards of customer care</li> <li>Approachable and friendly</li> <li>Enthusiastic about learning and gaining new skills</li> <li>Happy to work on your feet all day and work outside in all weather</li> <li>Happy to work weekends and Bank Holidays</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Knowledge of historic houses and gardens</li> <li>A current certificate in First Aid at Work</li> <li>Experience of working in a visitor attraction</li> <li>Experience of working alongside volunteers</li> </ul> <p>You will need a good level of fitness and wellbeing as you will be outside walking around or in the shop on your feet. It is essential that you are available to work bank holidays and weekends, particularly in our high season between April and October.</p>
<i>What you can expect from The Palace Trust</i>	<ul style="list-style-type: none"> <li>Training and development to undertake the role</li> <li>Support from the Visitor Operations Manager and Visitor Operations Supervisor</li> <li>25 days annual leave per year (pro rata)</li> <li>10% discount in the Palace shop</li> <li>10 half-price tickets for friends and family each year</li> </ul>
<i>Key internal contacts</i>	<p>Head of Operations  Visitor Operations Manager  Visitor Operations Supervisor  Visitor Operations Assistants  Functions Manager</p>

**How to Apply**

Please visit [www.bishopspalace.org.uk/job-vacancies](http://www.bishopspalace.org.uk/job-vacancies) to download an application form.

Please send completed application forms to [Recruitment@bathwells.anglican.org](mailto:Recruitment@bathwells.anglican.org) or post to: Human Resources, C/O The Old Deanery, St Andrews Street, Wells, Somerset, BA5 2UG by 22 August 2018.