



The Bishop's Palace
WELLS · SOMERSET

<i>Title</i>	Visitor Operations Assistant
<i>Hours</i>	Annualised hours contract for 1660 hours Normal days of work Tuesday – Saturday with some flexibility
<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>Vision</p> <ul style="list-style-type: none">• Protected forever, for all to visit, benefit from and enjoy <p>Mission</p> <ul style="list-style-type: none">• 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. <p>What we value</p> <ul style="list-style-type: none">• Our unique site and heritage• Our warm, hospitable and engaging welcome• Our local community, supporters and visitors• Effective communication between ourselves and with the public• The high aspirations of staff and volunteers• The spiritual nature of the site <p>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 our vision for The Bishop's Palace to life.</p>
<i>Purpose of role</i>	<ul style="list-style-type: none">• Support the Visitor Operations Manager in ensuring the smooth delivery of all front of house staffing activities and visitor services• Contribute to the general and day to day management and upkeep of the site• Support the Duty Manager and deputise for them as required• Actively welcome and greet visitors whilst offering an introduction to The Palace, seeking out opportunities to engage with visitors, answering any questions, delivering exceptional service to every customer from the start of someone's visit to the moment they leave• Promote all that the Palace has to offer, tailoring your approach depending on each individual visitor – encouraging entry conversion, membership, gift aid, café and shop visits

Key tasks

Engaging with visitors

- Ensure that visitors have a valid ticket for entry to the Palace and Gardens
- Ensure that all customers receive excellent customer care by being knowledgeable of all the activities within the Palace and grounds
- React to all queries in a positive manner and ensure that the relevant department is informed of any complaints
- Inspire visitors with what The Palace and Gardens have to offer to maximise conversion, donations, membership, café and retail to secure income and ensure the long term future of The Bishop's Palace
- Promote Gift Aid and explain the benefits to The Palace
- Give public tours of the Palace and Gardens as required

Retail

- Open, close and cash up in the shop
- Record all admissions and sales accurately to ensure the effective reporting of results
- Adhere to all safety and security procedures relating to cash handling, resolving any discrepancies or irregularities that may occur
- Participate in stock takes
- Ensure that the shop is kept clean, tidy and organised at all times with displays and leaflet racks kept full and up to date

Visitor operations

- 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
- Provide an exemplary standard of property presentation and taking action as necessary for the appearance of the site, such as keeping the site free of debris and litter, and displaying signs and banners during opening hours
- Assist the Duty Manager as required with preparing the daily briefing sheet and by delivering the daily briefing if required
- Ensure the public areas of the site, particularly toilets, are checked as required throughout the day and take action as necessary
- Adhere to Health and Safety regulations set out by the Palace Trust in accordance with its statutory regulations, report accidents, deal with emergencies and first aid incidents, acting as a First Aider and/or Fire Warden. When necessary supervise the safe evacuation of the site.
- Increase visitors' understanding of how to treat the Palace and gardens with respect to support the conservation of the site
- Support security procedures in order to prevent theft and malicious damage

Training and development

- Attend training and workshop days relevant to the role
- Develop knowledge of the Palace and gardens as a whole
- Undertake training as a First Aider
- Complete tour guide training

Other

- This role is central to our brand and vision. You will be supplied with a uniform and you will be required to wear it during your working day, conforming to our dress code and ensuring that you are well presented at all times
- Strive to create a positive and healthy working environment for all staff and

	<p>volunteers</p> <ul style="list-style-type: none"> • Undertake such other duties and responsibilities that are commensurate with the level of the post
<i>Person specification</i>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent team player • Experience of customer-facing sales • Results driven, with experience of working to measurable targets • Confident in face to face sales techniques including cross-selling and up-selling • A proven self-motivator • Outstanding communications skills • Positive 'can do' attitude • Ability to remain calm under pressure, particularly during peak times and busy holiday periods • High standards of customer care • Approachable and able to engage with a diverse visitor group • Enthusiastic about learning and gaining new skills <p>This is an active role across the grounds and the shop; therefore you will need to be fit and willing to work outside in all weather. It is essential that you are available to work bank holidays and weekends, particularly in our high season between April and October.</p> <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of historic houses and gardens • A current certificate in First Aid at Work • Experience of working in a visitor attraction • Experience of working alongside volunteers
<i>What you can expect from The Palace Trust</i>	<ul style="list-style-type: none"> • Training and development to undertake the role • Support from the Visitor Operations Manager and Visitor Operations Supervisor • 25 days of annual leave plus bank holidays (pro rata) • 10% discount in the Palace shop • 10 half-price tickets for friends and family each year
<i>Key internal contacts</i>	<p>Visitor Operations Manager (line manager) Visitor Operations Supervisor Visitor Operations Assistants Head of Operations</p>

How to Apply

Please visit <https://bishopsalace.org.uk/info/jobs/> to download an application form.

Please send completed application forms to Recruitment@bathwells.anglican.org or post to: Human Resources, C/O The Old Deanery, St Andrews Street, Wells, Somerset, BA5 2UG by Wednesday 12 June. Interviews will take place on 21 June 2019.