



The Bishop's Palace
WELLS · SOMERSET

Job Description

<i>Title</i>	Assistant Visitor Experience Manager
<i>Hours</i>	1258 Annualised hours
<i>Salary</i>	£23,000 per annum (Pro rata)
<i>Report to</i>	Visitor Experience Manager
<i>Responsible for</i>	Delivery public events programme Duty Management of the Bishop's Palace site
<i>About</i>	<p>The Palace Trust manages The Bishop's Palace as a visitor attraction and heritage site, welcoming c450,000 people across the Drawbridge each year.</p> <p>The Assistant Visitor Experience Manager will join the Visitor Experience Manager in developing and delivering our public events programme as well as working alongside the front of house team to welcome our visitors on a day-to-day basis.</p>
<i>Purpose of role</i>	The Assistant Visitor Experience Manager will join the Visitor Experience Manager in developing and delivering our public events programme as well as working alongside the front of house team to welcome our visitors on a day-to-day basis.
<i>Organisational Purpose, Vision and Values</i>	<p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>Our Purpose To conserve The Bishop's Palace for future generations; welcoming all who seek a place of beauty, reflection and enjoyment.</p> <p>Our Vision The Bishop's Palace is a site of national importance, an essential part of it's community now and for the next hundred years; loved, cherished and enjoyed by all.</p> <p>What we value</p> <ul style="list-style-type: none">• Our unique site and heritage• Our local community, supporters and visitors• The spiritual nature of the site• Our relationship with the Bishops and their ministry• Our warm, hospitable and engaging welcome• The quality of our offer• Our staff and volunteers• Our environmental impact
<i>Key tasks – What The Palace Trust expects from the Visitor Experience Manager</i>	<p>Responsibilities include:</p> <ul style="list-style-type: none">• Working alongside staff and volunteer teams to deliver the highest standard of customer care to all visitors and to meet financial targets• Act as Duty Manager on a rota basis• Ensuring appropriate financial and cash handling procedures and controls are in place, and that a full audit trail is maintained and available for inspection• Ensuring the presentation of the Palace is kept to a high standard, always• Delivering our new strategy for public events and exhibitions with support and



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	<p>guidance of the Visitor Experience Manager and Visitor Operations Team</p> <ul style="list-style-type: none">• Overseeing the current events and exhibitions programme, overseeing planning, delivery, and breakdown and working within an agreed budget• Adhere to Health and Safety regulations set out by The Palace Trust in accordance with its statutory regulations• Deal with emergencies and first aid incidents, acting as a First Aider and/or Fire Marshall• The post holder will be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope and authority of the appointment
<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 Palace Trust's staff team• The option to enrol onto our pension scheme• 25 days annual leave per year (pro rata)• Access to our employee assistance programme
<i>Key internal contacts</i>	Visitor Experience Manager Visitor Operations Supervisor Visitor Operations Team Weddings and Events Manager Communications team Book keeper



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Person Specification

	Essential	Desirable
Knowledge and Experience	<p>Experience of working with a team of people within a visitor-focused operation and understanding of how to inspire people of all ages and backgrounds</p> <p>Experience of designing and delivering public events and exhibitions</p> <p>Knowledge of health and safety guidelines for a public site</p>	<p>Educated to an A-level equivalent level</p> <p>Experience of Duty Management or supervision at a visitor attraction/heritage or retail site</p> <p>Experience of organising and delivering events</p>
Skills and abilities	<p>Excellent organisation and administrative skills with a keen eye for detail</p> <p>Interest and enthusiasm in heritage and the arts</p> <p>Excellent verbal, interpersonal and written communication skills</p> <p>Ability to exercise initiative, take personal responsibility and resolve issues independently</p> <p>Ability to develop positive working relationships with internal and external stakeholders</p> <p>Ability to work independently and as part of a wider team</p> <p>Strong ICT skills</p>	
Personal Attributes	<p>Flexibility in relation to duties and working hours that will include evenings, weekends and bank holidays</p> <p>Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken</p> <p>A good level of fitness and wellbeing as you will be outside, in the shop or in the Palace buildings walking around for much of the time</p>	

How to Apply

Please sent a completed application form to recruitment@bishoppalace.org.uk

Process

The closing dates for applications will be 6pm 18th October 2021 with successful candidates being interviewed on Thursday 21st October 2021.