



The Bishop's Palace
WELLS · SOMERSET

Title	Visitor Operations Assistant
Duration and Hours	Various hours across a 7 day a week rota. On occasion you will be expected to work early or late events outside of normal opening hours. This contract is for a zero hours contract 8 th November – 8 th January 2022
Application Deadline	6pm 18 th October 2021
Interview Date	21 st October 2021
Report to	Visitor Experience Manager (Visitor Operations Supervisor in their absence)
About The Bishop's Palace	<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 – Protected forever; treasured 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
Purpose of role	The Visitor Operations Team manages the day to day running of the heritage site, providing excellent customer service and maximising sales of tickets, membership, gift aid, events and generating the income the charity needs to keep the historic Palace and ruins open to the public.
Key tasks	<p>Engaging with visitors</p> <ul style="list-style-type: none"> • Help to deliver all events linked to Christmas at the Palace to the high standard people expect of the Bishop's Palace. • Ensure the site is opened and closed in accordance with procedures and monitor the security of the site during standard opening hours and evening events. • Inspire a diverse audience of all ages and convert them to paid visitors to explore the Palace and Gardens • Confidently adapt your style to engage with different visitors. • Act as Duty Manager as required. This includes preparing the daily briefing sheet, delivering the daily briefing and completing detailed handover notes • Ensure all visitors receive excellent customer care by remaining knowledgeable of all the activities within the Palace and grounds • Promote Gift Aid, Donations and Membership to secure income and ensure the long-term future of The Bishop's Palace • Assist with the planning and delivery of our public events programme with a focus on appealing to our varied audience base. • Develop a good historical understanding of the site to aid public appreciation and interpretation and deliver public tours when required

Maintenance and cleaning

- Ensure all public areas of the site are checked throughout the day and cleaned in accordance with government guidelines
- Check and clean the public toilets throughout the day adhering to government guidance
- Carry out tasks necessary for the wellbeing and appearance of the site, such as keeping the site free of debris and litter and basic cleaning as required
- Assist other departments as necessary such as the café, administration team and marketing. This includes changing bins, removing on-site rubbish, covering break times and providing phone cover as necessary.

Conservation of the Palace Collection

- Maintain environmental controls to reduce the potential for harm to The Bishop's Palace and its collection
- Assist with general cleaning tasks including the public toilets
- Undertake conservation cleaning to ensure the Palace is presented to the highest standard
- Be confident working at heights

Health and Safety

- Adhere to Health and Safety regulations set out by The Palace Trust in accordance with its statutory regulations
- Report incidents including accidents, first aid and safeguarding incidents in a timely manner and create a clear written record of events.
- Deal with emergencies and first aid incidents, acting as a First Aider and Fire Warden
- Act as Social Distancing Monitor throughout the site as necessary
- When necessary supervise the safe evacuation of the site
- Work well under pressure when large amounts of people are on site, ensuring every visitor is safe and receiving the best possible experience
- Help visitors to enjoy the Palace and its gardens safely by giving clear and polite instructions

Cash handling and procedures

- Adhere to all safety and security procedures that relate to cash handling
- Confidently operate the till with efficiency and accuracy
- Provide clear handover record for any discrepancies or irregularities that may occur.

General

- Undertake such other duties and responsibilities that are commensurate with the level of the post
- This role is central to our brand and vision. It is expected that any supplied uniform will be worn during your working day, including a staff pass, ensuring that you are well presented at all times
- Have a basic level of computer literacy
- Attend training and workshop days relevant to the role
- Develop knowledge of the Palace and gardens as a whole

<p><i>Person specification</i></p>	<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 • Outstanding communications skills • Positive ‘can do’ attitude • Flexible and adaptable • Ability to remain calm under pressure, particularly during peak times and busy holiday periods, whilst continuing to deliver high quality visitor experience • High standards of customer care • Enthusiastic about learning and gaining new skills • Happy to work on your feet all day and work outside in all weather • Experience of planning and running public events <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 • Experience of working with a diverse public and confident in adapting your approach to suit their needs • Experience of conservation cleaning <p>You will need a good level of fitness and wellbeing as you will be outside walking around, in the shop on your feet or undertaking hygienic and conservation cleaning. It is essential that you are available to work bank holidays and weekends. On occasion you will be expected to work outside out normal opening hours and these are subject to change throughout the year.</p>
<p><i>What you can expect from The Palace Trust</i></p>	<ul style="list-style-type: none"> • Training and development to undertake the role • Support from the Visitor Operations Team • 25 days annual leave per year (pro rata)
<p><i>Key internal contacts</i></p>	<p>Visitor Experience Manager Visitor Operations Supervisor Café Manager Head Gardener and Property Manager</p>