



The Bishop's Palace  
WELLS · SOMERSET

## Job Description

<b>Title</b>	<b>Visitor Experience Assistant Manager</b>
<b>Hours</b>	24 Hours per week. Standard working days Sun + two other weekdays or 1 weekday and 2 half days. Standard hours 9.15am – 5.45pm. There is flexibility on standard working pattern for the right candidate and hours will be discussed at interview. There will be some evening shifts on event days. Overtime may be available during the peak season.
<b>Report to</b>	Visitor Experience Manager
<b>Remuneration</b>	£15,225pa (FTE £24,172)
<b>About The Bishop's Palace</b>	<p>The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning. The eight-hundred-year-old Palace sits among fourteen acres of stunning RHS partner gardens that draw 140,000 visitors per annum. The Palace is over 800 years' old and is Listed Grade I for its historic, cultural and architectural significance and there is huge potential to build on the success of the Gardens' visitor experience by improving the interpretation &amp; standards of presentation of the built heritage for our visitors.</p> <p>The Visitor Experience Assistant Manager will support the Visitor Experience Manager and team in the day-to-day management of the visitor facing side of the Palace including admissions, gift shop, membership, and events. You'll need to be a confident, practical team leader who can react to different situations.</p>
<b>Purpose of role</b>	<p>The Visitor Experience Assistant Manager will:</p> <ul style="list-style-type: none"><li>• Act as Duty Manager</li><li>• Contribute towards delivering the Strategic objectives of 'The Palace Trust'</li><li>• Support the Front of House team to ensure all visitors have a fantastic experience.</li><li>• Support the fulfilment of KPIs relating to admissions, event and gift shop income through maximising ticket sales, membership sales, and related secondary spends.</li></ul>
<b>Responsible for</b>	<p>Responsibilities include:</p> <p><b>Duty Management</b></p> <ul style="list-style-type: none"><li>• Ensuring the health and safety of all those visiting, working and volunteering on site, dealing with emergencies and first aid incidents, acting as a First Aider and/or Fire Marshall</li><li>• Leading by example to ensure the Front of House team deliver a top-quality visitor experience to our visitors.</li></ul>

	<ul style="list-style-type: none"> <li>• Answering customer queries in person, on the phone and via e-mail</li> <li>• Delivering daily briefings for the site team</li> <li>• Take the lead in emergency situations on site.</li> <li>• Being an ambassador for The Palace Trust charity promoting its work within our wider community and promoting what we can offer to our visitors through tickets, membership and events.</li> </ul> <p><b>Front of house delivery</b></p> <ul style="list-style-type: none"> <li>• Be up to date with our ticketing system and ticketing options to promote to visitors.</li> <li>• Gift shop – restocking and merchandising.</li> <li>• Ensuring The Palace, Gardens and other public areas are presented to our visitors to the highest level.</li> <li>• Membership – support the Visitor Experience Manager in the administration of the Palace Membership scheme.</li> </ul> <p><b>Events</b></p> <ul style="list-style-type: none"> <li>• Support the VE Manager on event days with setup and takedown, tickets, and stewarding.</li> </ul>		
<p><b><i>Purpose, Vision and Values</i></b></p>	<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><b>Our Vision</b> To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p><b>Our Purpose</b> To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p><b>What we value</b> Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>		
<p><b><i>Key internal contacts</i></b></p>	<table border="0"> <tr> <td data-bbox="320 1458 890 1697"> <ul style="list-style-type: none"> <li>• Visitor Experience Manager</li> <li>• Visitor Experience Assistants/ Supervisor</li> <li>• Chief Executive</li> <li>• Senior Management Team</li> </ul> </td> <td data-bbox="890 1458 1441 1697"> <ul style="list-style-type: none"> <li>• Café Team</li> <li>• Garden Team</li> <li>• Finance &amp; Admin Team</li> <li>• Volunteers</li> <li>• Bishop and Bishop’s Staff</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Visitor Experience Manager</li> <li>• Visitor Experience Assistants/ Supervisor</li> <li>• Chief Executive</li> <li>• Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>• Café Team</li> <li>• Garden Team</li> <li>• Finance &amp; Admin Team</li> <li>• Volunteers</li> <li>• Bishop and Bishop’s Staff</li> </ul>
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<p><b><i>What you can expect from The Palace Trust</i></b></p>	<p>You will be working for an independent charity whose main aim is to share, preserve and protect the 800-year-old Bishop’s Palace. We reinvest in the team and the site and work with local community groups and organisations as part of our community engagement. We are a real living wage employer.</p> <ul style="list-style-type: none"> <li>• 25 Days annual leave per year</li> <li>• Induction and training for each employee</li> <li>• Opportunity to join The Palace Trust Pension Scheme</li> <li>• Access to the organisations Employee Assistance Programme</li> <li>• Positive Working Environment</li> <li>• Opportunity to support the local community through volunteer days.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Staff social events</li> <li>• Staff discount in The Bishop’s Table Café plus special staff event and admission</li> </ul>
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## Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Experience of working in a heritage, retail or hospitality role.</li> <li>• Experience of working with a team of staff and volunteers within a visitor-focused operation and understanding of how to inspire people of all ages and backgrounds.</li> <li>• Experience of working towards financial targets and KPIs</li> <li>• Knowledge of health and safety guidelines for a public site</li> <li>• Experience in a comparable role within heritage/arts/charitable sector</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to an A-level equivalent level.</li> <li>• Experience of Duty Management or supervision at a visitor attraction/heritage or retail site</li> <li>• Knowledge of public events trends and audiences</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent organisation and administrative skills with a keen eye for detail</li> <li>• Excellent verbal, interpersonal and written communication skills</li> <li>• Ability to exercise initiative, take personal responsibility and resolve issues swiftly and in collaboration with the wider team.</li> <li>• Ability to work independently and as part of a wider team.</li> <li>• Strong ICT skills, with a particular focus on Excel, ticketing systems, and the ability to adapt to new systems quickly</li> </ul>	
Personal Attributes	<ul style="list-style-type: none"> <li>• Flexibility in relation to duties and working hours that will include evenings, weekends and bank holidays.</li> <li>• Be willing to get their hands dirty and find practical solutions to issues.</li> <li>• Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken.</li> <li>• A good level of fitness and wellbeing as you will be outside, in the ticket office, or in the Palace buildings walking around for much of the time</li> </ul>	

### How to Apply:

Send your CV along with a Covering letter to [Recruitment@bishopspalace.org.uk](mailto:Recruitment@bishopspalace.org.uk).

Applications will not be considered without a cover letter.

Applications should be received by 12noon Wednesday 17 April 2024 with interviews planned for Tuesday 23 April 2024.

Anticipated start date ASAP.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.