



The Bishop's Palace  
WELLS · SOMERSET

## Job Description

<b>Title</b>	<b>Visitor Experience Assistant (Seasonal Staff)</b>
<b>Duration and Hours</b>	Seasonal contracts available between 8 - 16 hours per week. Hours worked across a 7 day a week rota. On occasion you may be expected to work early or late events outside of normal opening hours.
<b>Salary</b>	£12.60ph
<b>Report to</b>	Visitor Experience Manager and Visitor Experience Assistant Manager
<b>About The Bishop's Palace</b>	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.
<b>Purpose of role</b>	The Visitor Experience 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.
<b>Vision, Purpose and Values of The Bishop's Palace</b>	<b>Our Vision</b> To inspire and touch the lives of many by offering joy, healing, hope and wellbeing. <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. <b>What we value</b> • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability
<b>Key tasks for the role</b>	<b>General</b> <ul style="list-style-type: none"><li>• Support the Visitor Experience Manager (VEM) 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>• Strive to achieve all objectives, both financial and strategic. These will be shared with you by the VEM.</li><li>• We are recognised as one of the best visitor attractions in the South West, providing a very high-quality 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>• You will 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><li>• You will develop excellent knowledge of the Palace and become fully conversant with everything that the Palace has to offer.</li><li>• You will value the Palace and the role that it plays in the community and people's lives,</li></ul>

- You will contribute to team working across The Bishop's Palace and Gardens.
- You will 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.

### **Engaging with Visitors**

- Ensure the site is opened and closed in accordance with procedures and that the palace and free area is presented impeccably and is ready for visitors at all times.
- Monitor the security of the buildings during opening times.
- Actively welcome and greet visitors whilst offering an induction 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.
- Attempt to convert a diverse audience in the Free Area to paid visitors in the Palace and Gardens.
- As required, work on Bank Holidays and weekends and help out at special events.
- Lead a daily briefing and be aware of what is happening at the Palace on that day.
- Prepare the daily briefing sheet for the following day and report any issues to the Duty Manager.
- Ensure all customers receive excellent customer service by remaining knowledgeable of all the activities within the Palace and Grounds.
- You will create, deliver and maintain a strong culture of customer care.
- React to all queries in a positive manner and ensure that the relevant department is informed of any complaints.
- Answer enquiries by phone when not directly serving a customer.
- Promote Gift Aid on Entry, Donations, Membership and Retail to secure income. Be confident in face-to-face sales techniques including cross-selling and up-selling.

### **Cash Handling and procedures**

- Open, close and cash up the shop as required.
- Record all admissions and sales accurately on the till 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 as required.
- Ensure shop displays are kept full and up to date.
- Ensure signs and banners are displayed during opening hours.
- Ensure leaflet racks are stocked daily.

### **Maintenance and Cleaning**

- Be responsible for light maintenance duties especially in relation to presentation of the Palace.
- Ensure the public areas of the site, particularly toilets are checked as required, throughout the day particularly during peak season and take actions as necessary.

	<ul style="list-style-type: none"> <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 &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to the Health &amp; Safety regulations set out by The Palace Trust in accordance with its statutory regulations</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 assist with the safe evacuation of the site</li> </ul> <p><b>Protecting Visitors</b></p> <ul style="list-style-type: none"> <li>• Maintain an awareness of relevant health and safety procedures.</li> <li>• Work well under pressure when large amounts of people are on site.</li> <li>• Help visitors to enjoy the Palace safely.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Undertake such other duties and responsibilities that are commensurate with the level of this 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. 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 your role</li> <li>• Develop knowledge of the Palace and Gardens as a whole</li> </ul>
<i>What you can expect from The Palace Trust</i>	<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> <li>• Staff social events</li> <li>• Staff discount in The Bishop’s Table Café</li> </ul>
<i>Key internal contacts</i>	<p>Visitor Experience Manager  Visitor Experience Assistant Manager  Visitor Experience Supervisor  Catering Manager</p>

	Property Manager
--	------------------

## Person Specification

	Essential	Desirable
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Experience of customer-facing sales</li> <li>• Experience of working in a Visitor Attraction</li> <li>• Experience handling money and using a till system</li> <li>• Educated to A-level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid at Work certificate</li> <li>• Knowledge of historic house and gardens</li> <li>• Experience of working alongside volunteers</li> <li>• Experience of assisting with Public events</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Outstanding communication skills</li> <li>• Fantastic customer service skills</li> <li>• Ability to work as part of a team and use initiative</li> <li>• Ability to anticipate problems before they occur</li> <li>• Ability to remain calm under pressure, particularly during peak times and busy holiday periods, whilst continuing to deliver high quality visitor experience</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Positive 'can do' attitude</li> <li>• Flexible and adaptable</li> <li>• Enthusiastic about learning and gaining new skills</li> <li>• Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken</li> <li>• You will need a good level of fitness and wellbeing as you will be outside walking around, in the shop on your feet, or outside in all weather. 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.</li> </ul>	

How to Apply:

Send your CV along with a Covering letter to [Recruitment@bishoppalace.org.uk](mailto:Recruitment@bishoppalace.org.uk). Applications will not be considered without a cover letter.

Applications will be reviewed on receipt and interviews will be arranged as suitable applications are received.

Anticipated start date ASAP. Seasonal contract until September 2025.

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.