

Job Description

Title	Illuminations Stewards (Seasonal)
Duration and Hours	Part time, Seasonal Contracts. Working hours between 4.30pm – 8.30pm across a 7 day a week rota Seasonal Contract between: Saturday 29 November 2025 to Sun 4 January 2026.
Salary	£12.60ph
Report to	Visitor Team Manager
About The Bishop's Palace	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.
Purpose of role	Our Illuminations Stewards assist with the smooth running of Sparkle, our Illuminated Gardens event.
Vision, Purpose and Values of The Bishop's Palace	Our Vision To inspire and touch the lives of many by offering joy, healing, hope and wellbeing. Our Purpose To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all. What we value • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability
Key tasks	Engaging with visitors • Checking tickets of the visitors as they enter the gardens and giving them a warm happy welcome • Walking around the illuminations to check lights are on and people are enjoying them safely. • Confidently adapt your style to engage with different visitors. Maintenance and cleaning • 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 • 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 • 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 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
<i>What you can expect from The Palace Trust</i>	• Training and development to undertake the role • Support from the Visitor Operations Team • 25 days annual leave per year (pro rata) • Access to the organisational Employee Assistance Programme • 50% staff discount in The Bishop's Table
<i>Key internal contacts</i>	Visitor Team Manager, Assistant Visitor Team Manager and Events Manager

Person Specification

	Essential	Desirable
Knowledge and experience	• Experience of customer-facing sales • Experience of working in a Visitor Attraction	• First Aid at Work certificate • Experience of working alongside volunteers • Experience of assisting with Public events
Skills and abilities	• Outstanding communication skills • Fantastic customer service skills • Ability to work as part of a team and use initiative	

	• Ability to anticipate problems before they occur • Ability to remain calm under pressure, particularly during peak times and busy holiday periods, whilst continuing to deliver high quality visitor experience
Personal attributes	• Positive 'can do' attitude • Flexible and adaptable • Enthusiastic about learning and gaining new skills • Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken • 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.

How to Apply:

Send your CV along with a Covering letter to 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.

Seasonal contract to start on 29 November 2025 and ends on 4 January 2026. Note the site is not open to the public on 25 & 26 December. Training will be arranged during November.

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.

