



JOB DESCRIPTION

JOB TITLE	Visitor Experience Assistant
SALARY	£18,451.16 per annum, pro rata (£9.59 per hour)
REPORTS TO	Visitor Experience Programme Lead
LOCATION	Jarrow Hall Anglo-Saxon Farm, Village and Bede Museum
HOURS	15 hrs per week – includes weekend working (every Sunday) and occasional evenings.
TERMS & CONDITIONS	This post has contractual holiday restrictions covering school holiday periods

JOB SUMMARY

To be the effective frontline representative of Jarrow Hall, managing a range of administrative duties and providing a well-informed and hospitable welcome to Jarrow Hall visitors, guests, clients and contractors.

Responsibilities will include but are not limited to managing admissions, annual passes, memberships, events sales and box office, social media, cash management, internal and external administration, ordering, inventory and stock management. Most of the work will be desk-based and involves using an EPOS System, PC and telephone.

As part of the Jarrow Hall family and a key part of the team you will be expected to play a proactive and dynamic role alongside your fellow staff and volunteers to ensure that Jarrow Hall builds and maintains a reputation as one of the finest, most welcoming and best loved venues in the region and beyond.

KEY TASKS

Reception, admissions, box office and events

- Be the first point of contact for all Jarrow Hall visitors.

- Deliver a high standard of customer service to all staff and visitors to ensure an excellent visitor experience.
- Manage all in-person, phone or digital enquiries, inc. public-facing email and social media.
- Update website and social media with events programme and to encourage visitors.
- Handle payments for admissions and retail sales, including cash, card and online.
- Handle EPOS system operations, including administration of back office if required.
- Handle ticketing and sales for special events, both on-date and advance.
- Manage client and guest appointments as required.
- Ensure good housekeeping at all times, both front and back of house.
- Support set up and delivery of events and contribute to event planning meetings

Retail

- Responsible for delivering excellent customer service.
- Ensure retail areas are maintained and well-stocked, monitor stock levels, place orders.
- Receive deliveries and complete necessary paperwork.
- Ensure good housekeeping at all times, both front and back of house.

Administration

- Typing and data entry, filing and retrieving information.
- Staff and volunteer communications and scheduling as required.
- Responsible for site checks inc. daily water feature and site walk rounds as required.
- H&S compliance inc. first aid stocks, fire warden duties.
- Manage incoming post, including for third parties.
- Provide cover for holiday, sick and other absence as required.
- Cash handling as required, including safe and deposits.
- Responsible for opening and closing the site

HEALTH & SAFETY

- All employees have a responsibility of care for their own and others' health and safety.
- To oversee the H&S of activities in-line with Groundwork's Health & Safety Policies and Procedures
- To liaise with the Programme Lead, the Trust's H&S Lead, and External Consultant on H&S matters relating to sites, activities and operating procedures

ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies

- A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
- To be aware of, and comply with, all measures to support our environmental standard ISO14001
- All employees have a responsibility of care for their own and others' health and safety.

PREPARED BY:	Marco Romeo Pitone
DATE:	21/06/2022