

## Visitor Assistant – Job Description

**Job Title:** Visitor Assistant

**Hourly rate:** £11.44 per hour

**Working days:** Saturdays & Sundays plus either a Wednesday, Thursday, or Friday each week. Daytimes or evenings as required by Middleton Hall Trust.

**Start of contract:** 01.06.2024

**End of contract:** 03.11.2024

**Reports to:** Visitor Operations Manager

### Role Overview:

Middleton Hall & Gardens is seeking a proactive and enthusiastic individual to join our team as a Part-Time Visitor Assistant on a fixed term contract.

The successful candidate will contribute to enhancing the visitor experience including group visits and supporting delivery of events along with assisting in the organisation and execution of our popular public and private hire events.

The candidate must possess the ability to work weekends and maintain flexibility in their working hours as required by Middleton Hall & Gardens,

### Duties will include but are not restricted to:

- Opening and closing the Hall, gardens, and visitor entrance
- Coordinating Front of House which includes supporting the volunteers, responding to volunteer and visitor queries and manning Front of House personally in the absence of a volunteer.
- Supporting the implementation of our heritage offering.
- Acting as a first aider and fire marshal (if you do not have training then this will be provided)
- Monitoring the Hall to make sure it is safe and tidy and that walkways are clear.
- Promoting secondary sales such as guidebooks, plants and gifts amongst others.

- Ensuring high standards of cleanliness are maintained, which includes emptying bins and cleaning toilets on a rota basis with other staff.
- Helping to coordinate and deliver small-scale public & private hire events.
- Following all relevant health & safety guidelines and policies.

### **Application Process:**

To apply, please submit your C.V. and a cover letter outlining your relevant experience, skills, and interest in the role to [steve.davies@middleton-hall.co.uk](mailto:steve.davies@middleton-hall.co.uk) by 17<sup>th</sup> May 2024.

Middleton Hall & Gardens is committed to diversity and encourages applications from individuals of all backgrounds.

Candidates will be called for interview no later than 20<sup>th</sup> May 2024. If you have not received contact from us by this date, then your application has been unsuccessful.

Note: This job description outlines the primary duties and requirements of the role but is not exhaustive. Additional responsibilities may be assigned as necessary to meet the evolving needs of Middleton Hall & Gardens.