

Group Visit Intern

We are recruiting a Group Visit Intern to support us with the delivery of group visits in 2019.

Job Description

As a Group Visit Intern, you will support the Visitor Experience Coordinator in delivering exemplary customer service to pre-booked groups visiting us for the day. Some of the groups choose to explore the Estate at their own pace whilst others book a guided tour of our Hall or gardens. You will be responsible for setting up for group visits, welcoming groups, serving refreshments, coordinating guides, selling guide books, survey visitors and marketing tours for 2020.

There is **one** vacancy available.

Availability

Groups can pre-book to visit us Monday – Thursday all year round. You will need to be available Monday – Thursday between April and September. As most applicants are likely to be students, we understand that you may have other commitments during the week and appreciate that you may not be able to commit to every group visit day – this is not a problem. You are welcome to take holidays during your internship.

We have an average of 4 groups visit us each month. You will need to be able to commit to volunteering here for 4 days each month between April – September 2019. If you volunteer on a day when we do not have a tour booked, you will assist the Visitor Experience Coordinator with other jobs including marketing group visits for 2020.

Criteria

- Must be aged 16 or over.
- Must be in full or part-time education studying a course related to heritage.
- We need someone who is: hardworking, dedicated, passionate about heritage, enthusiastic and able to follow instruction.

How to apply

To apply for this position, please send us your CV accompanied by a cover letter that tells us why you want to apply for this role and what you think you can bring to Middleton Hall & Gardens.

Please send your CV and cover letter to: amy.evans@middleton-hall.co.uk by **Thursday 28th February 2019**.

Interviews will take place in March 2019. You should be able to provide a reference on request. If you have any questions about this role please contact Amy, our Visitor Experience Coordinator by email: amy.evans@middleton-hall.co.uk or telephone: 01827 283095.