

# Group Visit Coordinator

## Summary & outline of duties

Middleton Hall & Gardens is a 42-acre historic site located between Tamworth and Sutton Coldfield. We are known as the 'hidden gem' of North Warwickshire. We welcome many organised groups to our site throughout the year that visit us primarily for tours of the Hall or gardens, but also just days out in an interesting new place.

We are looking for a Group Visit Coordinator to join our team in spring 2020 and support our group visit programme throughout the whole season (April-September). You will report to the Visitor Experience Manager and your duties will include:

- Setting up welcome refreshments for groups and helping to clear up afterwards.
- Welcoming groups on arrival, providing short orientation talks.
- Coordinating tour guides on the day and ensuring that the tours run smoothly.
- Setting up for lunch (when applicable) and helping to clear up afterwards.
- Spend time in the office helping to promote group visits by telephoning or emailing relevant groups and companies.

## Who are we looking for?

It is essential that we make a lasting good impression on all of our visitors, so it is essential that our Group Visit Coordinator has excellent interpersonal and customer service skills. Coordinating group visits requires all members of the team to work to a time schedule, so you must be able to work well under pressure. You must also be willing to help wash up and clear away after refreshments and lunches.

This placement is ideal for people interested in pursuing a career in heritage, events management or customer service.

We take group visit bookings Monday-Thursday, so there will be no set days for this placement. You will be contacted well in advance by the Visitor Experience Manager to inform you of upcoming dates. You will not be expected to cover all group visit dates (estimated to be around 30 days between April and September) but should be able to do at least 20 of these dates.

For this placement, applicants must be aged **16 or above**. Ideally studying or having graduated from a relevant course but not essential. Must have GCSE English.

Please bear in mind that there are no public transport routes to our site.

### **How do I apply?**

To apply for this placement, please email your cover letter and CV to our Visitor Experience Manager, Amy Evans: [amy.evans@middleton-hall.co.uk](mailto:amy.evans@middleton-hall.co.uk).

Your cover letter should tell us when you will be available to start the placement and why you would like to work with us. If your application is successful, you will be invited to the Hall for an interview. Applications are open now and will be ongoing until placements are fully assigned.

To find out more about this placement, see the testimonial written by Victoria Chadwick on our website.