



STRAWBERRY HILL
House & Garden



Strawberry Hill House after restoration in October 2010

THE STRAWBERRY HILL TRUST

22

Recruitment Pack





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Background

The Strawberry Hill Trust was founded in 2002 with a mission to restore Walpole's Villa and to open it to a wider public – a responsibility we delivered on in great style when the first tours of the restored house took place in September 2010. Since then we've welcomed over 120,000 people to Strawberry Hill.

The Visitor Service Manager will assist in to the continued delivery of an excellent visitor experience to those visiting Strawberry Hill House & Garden. There will also be opportunity to input into the future strategy of the Strawberry Hill Trust, helping to deliver exciting new exhibition projects.



JOB DESCRIPTION

Job Title	Visitor Services Manager
Responsible to	Property Operations Manager & Director
Line Manager	Property Operations Manager
Responsible for	Assistant Visitor Services Manager, Visitor Services Volunteers & Volunteer Interns
Contract Length	Fixed Term, 18 th March 2019 until 30 th March 2019

Job Summary

The Visitor Services Manager will oversee and coordinate the safe and efficient running of Strawberry Hill to the public by the Visitor Services Department. They will ensure the Trust continue to deliver a fantastic visitor experience at this unique historic site. They will also have responsibility for the management of the Front of House and Room Steward volunteers, working with the Property Operations Manager to ensure a fulfilling volunteer experience that improves visitor experience and engagement.

Working Pattern

3 days person week (22.5 hours), Monday to Wednesday including some evening, weekends and bank holidays.

Key Responsibilities

- Building Management, Security and Health & Safety
- Visitor Experience
- Visitor Services Team Management
- Front of House Management
- Volunteer Management
- Banking

Duties

Building Management, Security and Health & Safety

- Managing the opening and closing the house according to security procedures.



- Ensuring the rooms are properly presented, maintaining interpretation materials and raising any noticeable issues regarding conservation with the Property Operations Manager.
- Be a nominated first aider and fire marshal, ensuring all health and safety procedures are maintained and followed
- Manage and escalate any security issues during public opening hours

Visitor Experience

- Overseeing and monitoring Visitor Services facilities and equipment, ensuring it is working and ready for use. Troubleshooting any issues that occur
- Deliver and promote exceptional customer service. Resolving any issues that may arise quickly and effectively and answering queries visitors may have during their visit.
- Regularly checking and either resolving or reporting any issues relating to visitor facilities or services
- Replenishment of visitor resources and ensuring there are being distributed to visitors
- Assist with the development of the Visitor Experience including interpretation, resources and special projects as requested by the Property Operations Manager

Visitor Services Team Management

- Line managing the Assistant Visitor Services Manager
- Mentoring Visitor Services Interns and creating effective training opportunities
- Coordinating the team rota and organising additional rotas when required
- Coordinating the timesheets and invoices of casual staff
- Communicate effectively with other members of staff on the requirements of visitor services

Retail & Front of House Management

- Researching new retail opportunities and proposing opportunities to senior management team
- Co-ordinating the ordering, receipt, stock take and display of new stock including the local artists pop-up shop scheme
- Oversee the front of house team and promote the delivery of sales and gift aid targets
- Supervise the visual merchandising of the shop including labelling and signage
- Till management including stock updates and reporting, advising the Property Operations Manager when stock purchases may be required and making purchases once approved
- Follow the Trusts financial procedures with responsibility for cashing up and processing cheques, additional responsibilities assisting Property Operations manager with banking.
- Updating daily ticketing and sales statistics, sharing statistic with the appropriate persons in both the volunteer and staff team

Volunteer Management



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- Help volunteers deliver an engaging visitor experience and support and supervise them with regular floor walking
- Monitoring the volunteer rota and troubleshooting shortages where possible
- Assign volunteers to roles, give daily briefings and administer breaks when required
- Maintain quality resource packs for volunteers
- Champion effective communications with the volunteers and ensure volunteers' concerns are listened to and acted on where appropriate.
- Assist the Property Operations Manager in the delivery of Health & Safety training
- Assist the Property Operations Manager in the delivery of role training
- Assist the Property Operations Manager with the Volunteer Engagement Programme including organisation of events, training and preparing communications.
- Adhere to the Volunteering Policy

Banking

- Monitoring daily cashing up and till reconciliations
- Monitoring levels of change

Other Duties

- Assisting in the delivery public events
- Any other duty as required by the Strawberry Hill Trust

Person Specification

	Essential	Desirable
<u>Education</u>		
Educated to degree level or equivalent		X
Educate to A Level or equivalent	X	
<u>Experience</u>		
Worked or volunteered in a heritage environment		X



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Worked or volunteered in a customer service focused environment	X	
Worked or volunteered as part of a small team		X
Has worked a computerized till	X	
<u>Skills</u>		
Excellent standard of written and spoken English	X	
Able to problem solve efficiently and think on their feet	X	
Excellent interpersonal skills confident communicating with a wide range of individuals	X	
Experience of creating volunteer resources		X
Experience in training delivery or mentoring		x
<u>Personal Qualities</u>		
Organized with an attention to detail	X	
Self-motivated with an ability to work under pressure	X	
Team Player	X	
Supportive and approachable	X	

SALARY & TERMS AND CONDITIONS OF EMPLOYMENT

Set out below is a summary of the main terms and conditions of employment

Salary: £24,000 prop rata'd

Payment of Salary: Monthly by credit transfer

Hours of Work: 22.5 hours

Annual Leave 8 days



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Probation Period	1 Months
Notice Period	After the successful completion of the probation period, 6 weeks from either side
Pension Scheme	Stakeholder Scheme.
Sick Pay Scheme	There is a Company Sick Pay Scheme

HOW TO APPLY AND TIMETABLE

CV and Personal Statement

All applications should be sent electronically and consist of a CV and a supporting statement, outlining the suitability of the role as outlined by the person specification

The CV should include

- Your contact details (address, work, home and mobile phone numbers as appropriate) Please indicate which number to contact you on if you are shortlisted for interview.
- Career history
- Your experience
- Your qualifications
- The names and contact details of two referees. As least one of whom should be you current or most recent employer. Please let us know whether we can take up references prior to interview

The personal statement should set out how you meet the person specification. Please be clear and comprehensive in your supporting statement as this will be a key shortlisting document

Sending us Your Application

Please send your CV, personal statement and Recruitment Monitoring Form by email to laura.teale@strawberryhillhouse.org.uk

If you need to contact him by phone about your application please do telephone on 020 8744 1241 and ask to speak to Laure Teale

Timetable

Please note these dates for your diary.

Closing date: 4th March 2019



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Shortlisting: 5th March 2019

Interviews: 8th March 2019

Candidate would need to commence employment by 28th March 2019