

Property Operations Assistant



Job Title:	Property Operations Assistant
Responsible to:	Property Operations Management Team Lead and Assistant Property Operations Manager
Salary:	Pro rata £17,316, (£ 28,860 FTE)
Hours:	9am to 5.30pm, 3 days per week, 22.5 hours, including regular weekend work

Strawberry Hill House & Garden (SHHG) is a Grade I listed building set within a Grade II listed landscape, created by Horace Walpole in the 18th century. The House is world-renowned for its unique architectural style and is one of the first examples of domestic Gothic architecture. Having been extensively restored in 2010, the House now welcomes around 25,000 visitors per year. Strawberry Hill House was built with extraordinary creative and artistic imagination. We aim to recapture that vibrant atmosphere and enthusiastic energy as we reinvigorate the House's creative spirit. As an Accredited Museum, we are stewards of the House and garden, together with a collection of paintings, miniatures, prints, books, works of decorative art and furniture.

Purpose of the role:

Strawberry Hill House is looking for a Property Operations Assistant to focus on the smooth day-to-day running of the museum and gardens. The role has a strong focus on Duty Management of the House and Garden, overseeing day-to-day visitor operations, supporting volunteers, and assisting the Team Lead with other operational tasks.

Key Responsibilities:

Duty Managing:

- As Duty Manager, supporting and engaging with visitors through supervision of our Front of House team, and ensure the security, health and safety of the people and fabric of the site.
- Responsible for locking and unlocking historic site.
- Respond to visitor enquiries face to face, and incoming enquiries via email and phone.

- Work with volunteers to give an excellent visitor experience to all our visitors, helping to resolve problems and supporting volunteers at visitor welcome and in the shop.
- Support the Front of House team with running the retail offer successfully, ensuring all products are displayed and presented effectively, new stock is added to the till system, and queries from visitors about products are answered suitably.
- Support the presentation of visitor spaces including monitoring, wayfinding and interpretation materials.
- Encouraging donations and gift aid.
- Carry out daily cashing up and till reconciliations.
- Support the delivery of Tours, event bookings, Learning sessions and cultural and commercial public events.

Working with Volunteers

- Support volunteers by demonstrating best practice for visitor experience, supervising Front of House operations and resolving queries where appropriate.
- Ensure effective communications with volunteers.
- Assign volunteers to roles, give daily briefings and administer breaks when required.
- Monitor volunteer rota and troubleshoot shortages where possible.

General Admin / Ad hoc duties

- Handle incoming email enquiries via Strawberry Hill's enquiries email inbox and telephone enquiries.
- Empty the post box twice weekly and distribute to Director and Finance Manager as needed.

Other:

- Adhere to all SHT policies and procedures e.g. GDPR, Health & Safety, Fire Safety and Safeguarding as stated in policy documents and/or the Staff Handbook.
- Undertake any other operational duties as reasonably required by the Strawberry Hill Trust.

Person Specification:

Knowledge/Skills and Experience:

- Minimum of 1 years' experience in a customer facing role, ideally with in museum, art gallery, visitor attraction or public facing environment.
- Minimum of 1 years' experience working within a heritage setting or similar.
- Experience of working with and managing volunteers.
- An understanding of Health & Safety and safeguarding.

SKILLS:

- Excellent organisational and problem-solving skills, with the ability to manage multiple priorities.
- Confident communicator, able to work collaboratively across teams and with a wide range of stakeholders
- Competent IT skills

Sending us Your Application

Please send your CV and a personal statement explaining how your skills and experience match, and why you would like this role, by email to jobs@strawberryhillhouse.org.uk

Closing date for application: Monday 27th April

Interviews: Week beginning 4th May