

Visitor Welcome Team Job Description

Reporting to: Commercial Manager

Salary: £10.42 per hour;

Hours: Various contracts available. Hours would be worked over weekends and evenings where required.



We're looking for a catering assistant to work alongside the existing catering team across seven days a week to ensure that visitors to Ushaw enjoy a fabulous customer experience in our cafe, open daily. You will help prepare and serve food, helping to deliver the highest standards of service and visitor experience.

Responsibilities:

- Visitors are a vital part of what we do, so you'll be responsible for ensuring that you provide an excellent service to all our visitors, every day. It's your role to ensure that visitors using the cafe have a great experience both in terms of the quality of their food and drink, the setting of the cafe (or event) and the service they receive.
- You'll be responsible for dealing with customers quickly, efficiently and with a welcoming manner.
- You'll ensure that Welby's (or event space) meets high standards of presentation and that spaces are clean, tidy and meet appropriate health & safety and food hygiene standards.
- Your role will work with heritage visitors as well as people participating in special events or attending conferences & meetings

Who we are looking for:

- Can demonstrate an empathetic, understanding and adaptable approach to different people's needs, with a passion to deliver the highest standards of customer care.
- Good team worker- flexible and adaptable and willing to grow experience and skill set across several different operation aspects of Ushaw
- Skilled listener with great people skills
- Strong written and verbal communication skills
- Well organised and able to work with minimum supervision
- A passionate, outgoing individual who can confidently represent Ushaw's values and aspirations to our visitors.

Why work at Ushaw

Ushaw Historic House, Chapels and Gardens has history going back over 800 years. The collection of stunning Georgian and Victorian buildings is set within beautiful gardens and parkland. Throughout the different spaces we offer a varied programme of exhibitions and events which attract thousands of visitors from across the North of England. Ushaw only opened to the public as a heritage and cultural attraction in 2015 and has quickly grown to be somewhere loved by the growing numbers

who are discovering its varied appeal. Become part of the team that will develop the huge potential of this unique estate.

We are committed to providing a warm welcome to all visitors and have signed up to the Kids in Museums manifesto to ensure that we develop welcoming and friendly services and facilities for families.