

Visitor Welcome Assistant Job Description

Reporting to: Front of House Manager

Salary: £10.42 per hour;

Hours: 16 hours per week with overtime opportunities available. Hours would be worked over weekends and evenings where required



We're looking for Visitor Welcome Assistants to work as part of the visitor welcome team across seven days a week to ensure that visitors to Ushaw enjoy their visit and leave with the best possible memories of their experience here. You will respond to customer enquiries providing the warmest of welcomes and 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 the welcome our visitors receive is perfect, setting them up for an amazing experience for the rest of the day.
- You'll be responsible for answering queries and making sure visitors can find everything they need for their visit. You'll work with the visitor welcome team to link everything we do back to our cause and the on-going work we do.
- You'll deliver high standards of presentation at Ushaw, and ensure all our communications with our visitors are clear and consistent, from the first click on the website, to the posters and signs around the property.
- 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.