

PAINSHILL

JOB DESCRIPTION

Job title:

Head of Operations and Visitor Experience

Reporting to:

Director of Development and Communications

Direct Reports:

Duty Managers (DMs), Visitor Hub Assistances (VHAs), Volunteers

Salary:

£32,000 (Pro-rata)

Six Months – Seasonal

The role:

To lead the Operations and Visitor Experience teams at Painshill Park, overseeing both in-house teams and volunteers. This role is responsible for ensuring the highest standards of customer service are consistently delivered to all visitors.

The Head of Operations and Visitor Experience plays a key role in shaping and enhancing the overall visitor experience by monitoring performance, identifying areas for improvement, and driving operational excellence across all visitor-facing and support teams.

Main responsibilities and tasks

The Head of Operations and Visitor Experience is responsible for providing every visitor to Painshill with a welcoming, engaging and safe experience. This includes but is not restricted to:

- Ensuring and leading the front-of-house team to adopt an income-maximising culture that further supports Painshill's charitable purpose.
 - Drive conversion of visitor to membership at PoS (Point of sale).
 - Encourage repeat visits and retention of memberships by providing an excellent visitor experience.
 - Drive secondary spending in the areas of food and beverage, retail, and additional visitor experiences.
 - Ensure Gift Aid is understood, promoted, and reported on.
 - Make certain that every front-of-house team, including volunteers, is informed and well-versed about products that are available and updates and additions—including programming.

Head of Operations and Visitor Experience (Seasonal)- April 2026

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- Establish a compliant data-gathering culture to support the Painshill database and future engagement opportunities.
- Looking outwards for examples of best practice in visitor experience and consider how that knowledge can be applied at Painshill
- Consider accessibility, equality, diversity and inclusion in all service delivery
- Lead the team that serves as Painshill's "face" and "voice"
- Lead and develop the volunteer team ensuring every volunteer is an ambassador for the charity and their contribution is recognised and valued.
- Provide inspiring and motivational leadership to the front of house team, and volunteers
- Ensuring health and safety policies and procedures are understood and applied across all front-of-house teams through the front of house team.
- Ensure appropriate training is delivered and maintained, and responsibilities for fire evacuation, lost children/found children and families, and first aid procedures are understood, applied, and tested.
- Ensure the safe opening and closing of Painshill seven days a week—through appropriate rota management, procedural compliance, and clear implementation of cash handling policies.
- Ensuring all front of house team strive for excellence so that everyone who visits has an inspirational and unique experience. Embracing a culture where visitors feel well informed, welcomed, and intrigued to find out more.
- Establish a culture of trust and transparency, where all front of house teams are encouraged to provide, document, and learn from feedback. Regularly report findings to the rest of the organisation in both quantitative and qualitative formats, uniting the organisation in knowledge.
- Ensure compliance is met across all areas of the front-of-house—across data, financial, and health and safety in line with company policy, statutory legislation and guidelines.
- Responsible for all front of house teams' secure financial management.
- Create and implement safe and compliant working procedures with the Director of Finance to safeguard the organisation's financial security for all front-of-house staff members who deal with cash and credit card payments.
- Embrace high standards for every aspect of the front of house through the Duty Managers and Visitor Hub Assistances, including cleanliness, uniforms, delivery management, storage, staff and public area presentation, key message utilisation, feedback management, accessibility, and inclusivity.
- Act as a Safeguarding Officer for the charity, in liaison with the other Safeguarding Officers of the charity.
- Be responsible alongside front of house team, for maintain standards and stock across the retail offering.

In close partnerships with the Development team, oversee the operational requirements for all on site activity and:

- Elevate the engagement and experience of Painshill in all that you do.
- Be committed to preserving, celebrating, and restoring Painshill.
- Be custodians of the landscape and its past—share the wonders and stories of Painshill with Hamilton at Heart. Encourage curiosity and a drive to understand more, as Hamilton did in the 18th century.

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- Work as a team with Development Managers to create a service offer and deliver above expectations across membership, events, weddings, room rental, groups, and partnerships
- Be open to opportunities that align with Painshill's values and charitable purpose, exhibit demonstrating a flexible and an agile working style, and act proactively and openly when presented with opportunities.
- Ensure that everyone who interacts with Painshill has an inspiring and unique experience;.
- Ensure trust and transparency through good working practices and collectively strive for excellence.
- Develop and implement frequent, accurate and timely reporting.

Person specification

Essential

Qualifications and Experience

- Positive, pro-active approach to teamwork
- Excellent written and oral English language communication skills
- Experience of supervising in a customer facing role
- Experience and understanding of basic H&S and Fire Safety
- First aider or willingness to receive training as part of induction

Skills and Personal Qualities

- Strong understanding of and commitment to embedding equality, diversity and inclusion in all you do;
- Customer service champion
- Calm, clear headed and able to respond to issues with a professional solutions-focused approach
- A self-starter with energy and initiative
- A clear communicator, able to engage with colleagues and visitors
- A team player committed to building positive internal and external relationships
- Computer literate and able to use all the major software packages and platforms as required
- Ability to be self-reflective, seek feedback and adapt and grow with the role
- Awareness of impact on others and the ability to actively contribute to a positive workplace environment.
- Awareness of current sector challenges and willing to innovate and continuously improve
- Agile approach and open to change

Desirable

- Previous experience in a similar role in a heritage or culture environment
- Previous experience of working in or with a charity
- Previous experience managing volunteers