

# PAINSHILL

## **JOB DESCRIPTION**

**Job title:**

Visitor Hub Assistant – Casual – Weekend/Seasonal

**Reporting to:**

Head of Operations & Visitor Experience

**Direct Reports:**

None

**Salary:**

Casual; hourly rate starting from £10.85

**Working Hours:**

Working days/week: Monday to Sunday on a rostered basis, as directed by your Line Manager

Hours of work: Daytime with minimal evening cover, with a 30-minute un-paid break each day

**Location:**

Painshill, Portsmouth Road, Cobham, Surrey, KT11 1JE

**The role:**

The role involves supporting daily visitor operations at Painshill, focusing on delivering a safe, welcoming, and high-quality visitor experience. The position requires supporting front-of-house activities, safety compliance and operational support to ensure the smooth delivery of all activities on site.

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## Main responsibilities and tasks

- 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.
- Deliver excellent in-person customer service to everyone visiting Painshill ensuring that all transactions, queries and feedback are handled in a respectful and high-quality manner.
- Support venue safety and security: opening and closing duties, conducting site checks, monitoring health, safety, and facilities, to maintain a safe environment for visitors and staff.
- Customer facing: Be the point of contact for any visitor queries, issues or concerns ensuring a positive and professional response.
- Support high standards: for every aspect of the front of house, including cleanliness, storage, staff and public area presentation, feedback management, accessibility, and inclusivity.
- Support programming and events: In close collaboration with the development team and volunteers, support delivering and exceeding expectations on all customer facing activity.

The Visitor Hub Assistant will support to provide every visitor to Painshill with a welcoming, engaging and safe experience. This includes, but is not restricted to:

- Implementing company health and safety policies, risk assessments and safety procedures. Supporting fire evacuation, lost children/found children and their families and supporting first aid provision and administering first aid as required, with appropriate training.
- Alongside the Duty Managers, complete the safe opening and closing of Painshill—through procedural compliance, and clear implementation of cash handling policies in line with agreed financial controls.
- Adopt secure financial management across daily tasks. Use compliant working procedures to safeguard the organisation's financial security.
- Adopt a culture of trust and transparency, provide, document, and learn from feedback.
- Be compliant across all areas of the front-of-house—across data, financial, and health and safety in line with company policies and procedures. Share thoughts, suggestions and improvements openly and with confidence.
- Consider income generation, in line with our commercial strategy, that supports Painshill's charitable purpose, including:
  - Drive conversion of visitor to membership at 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 (music/theatre, etc.)
  - Ensure Gift Aid is understood and promoted.
  - Proactively learn about products that are available including updates and additions and programming.
  - Support implementing compliant data-gathering to support the Painshill database and future engagement opportunities.
- Be an ambassador and Painshill's "face" and "voice"— Celebrate and share with confidence Painshill's narrative; spend time learning about and discussing Painshill's past, present, and future plans.

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- Be a sincere, enthusiastic guardian and cultivate a culture of excellence and stewardship.
- Support with kindness front of house volunteers, supporting them in their daily tasks, be open to feedback and look for ways to support them in so continuously improving the customer experience.

## 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 required

#### Skills and Personal Qualities

- 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
- 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.
- Agile approach and open to change

#### Desirable

- Previous experience in a similar role in a heritage, culture or natural environment
- Previous experience of working in or with a charity

To Apply: Please send CV and covering letter to [Recruitment@painshill.co.uk](mailto:Recruitment@painshill.co.uk)

Closing Date: Rolling Basis

Start date: ASAP