



ROTHSCHILD
FOUNDATION



WADDESDON

Job Description

Job Title: Christmas Visitor Experience Assistant	
Managed by: Visitor Operations Manager and Visitor Engagement Manager	
Department(s): Visitor Services	Location: Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Staff and volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Visitor Experience Assistant is responsible for delivering an exceptional experience to all audiences, helping each visitor enjoy their day. All visitors should feel welcomed, appreciated and more engaged as a consequence of the service and welcome you provide. Motivated by achieving targets, you'll actively promote ways to support the charity. Flexible across all areas of the property, you will be involved in different aspects of the visitor experience, supporting events and group visits as appropriate, whilst delivering outstanding customer service to visitors.

Primary Responsibilities

- Managing day to day admissions by selling tickets and scanning Pre-booked tickets.
- Facilitating access to transport for visitors around site.
- Actively promoting and recruiting support for membership schemes.
- Supporting the running of events alongside the dedicated team.
- Directing traffic in order to ensure safe and effective flow.
- Assisting with on-site and external visitor enquires.
- Opening, closing and facilitating access to the House and Coach House Gallery.
- Patrolling the House and maintaining security of the collection.

- Supporting and delivering exclusive access tours across the site.
- Actively engaging visitors with exhibition works on display.
- Processing sales of merchandise and directing enquires regarding purchases of exhibition works.

Additional Responsibilities

- Confidently initiate and escalate an appropriate response to any situation, including those which compromise personnel, visitors or property and the Collection
- Act as a first aider and fire warden within the House and additional locations on site
- Work conscientiously and sensitively with other House staff and our large group of volunteers
- Awareness of Fire Evacuation Procedures including this roles specific duties during an evacuation.
- In addition the post holder may be required to perform other duties as reasonably required by the organisation

This list is not exhaustive and additional duties may be required by the management team.

Skills and Experience

Essential

- Excellent interpersonal skills – good facilitator, negotiator, listener and influencer
- Excellent communication both written and oral
- Proven customer service skills and experience working with the public
- Ability to deal sympathetically and efficiently in difficult situations
- Be able to work under pressure and to make decisions
- Numerate with excellent attention to detail
- Team working
- Excellent computer skills
- Ability to work alongside volunteers

Desirable

- A full driving licence valid for use in the UK (Category D1 desirable but not essential)
- Some experience working with EPOS systems
- Some experience in working in a historic house, heritage/museum or visitor attraction context

Terms & Conditions:

Contract Type: Seasonal casual from October to 23 January 2022

Salary: Up to £8.91 dependent on age and experience.

Hours: A maximum of 42 hours per week on a Wednesday to Sunday rota, including Public Holidays (excluding Christmas Day and Boxing Day) and the occasional shift outside of the normal rota, as required by the business. Hours may vary and cannot be guaranteed. Your pay will reflect the hours

you work. Hours of work to suit the needs of the business (exclusive of breaks).

Annual Leave:

your statutory annual leave entitlement is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will be pro-rat'ed based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).

Benefits:

20 % staff discounts in our on-site Restaurant and Shops, 10% on wine
Matched company pension scheme up to 10% of salary
Beautiful location working within the charity and heritage sector
Free parking

Application Process

Please send CV and covering letter to application@waddesdon.org.uk

Closing date: 31 October 2021

Interview date: TBC