



### Job Description

**Job Title:** Visitor Services Assistant  
**Department:** Stowe House Preservation Trust (SHPT)  
**Accountable to:** Visitor Services Manager  
**Responsible for:** No direct reports, day to day control of volunteer staff

#### **Purpose of the job:**

This is a casual role to give support to the Visitor Services team as required. This position with Stowe House Preservation Trust directly reflects our commitment to our visitors and the importance of engaging new audiences. The role requires excellent customer service skills and highly developed inter-personal skills, both with our visitors and with our large volunteer team.

Responsible for assisting with the line management of our Visitor Services volunteer team during house opening hours, the role is required to ensure our team delivers the highest standard of visitor experience.

#### **Context:**

SHPT opens Stowe House to the public as a heritage property and restores it for the nation. As our tenants, Stowe School occupies Stowe House and about 200 acres of the Stowe estate, and is located in Stowe's world-famous landscape gardens set in 750 acres. Stowe School is an independent co-educational boarding school with approximately 780 pupils. There are around 400 full and part-time staff with 80 staff and their families living on site. The National Trust manages the landscape gardens and opens the grounds to over 100,000 visitors a year. Stowe House is open to the public during the school holidays and, for guided tours, during term time.

Stowe School is committed to safeguarding and promoting the welfare of children and expects all staff to share in this commitment.

#### **Values and Behaviours:**

The post-holder is expected to act professionally at all times and in accordance with the standards of behaviour and code of conduct outlined in the staff handbook and below.

The Stowe community is committed to working together to achieve Stowe's aims and objectives. It aspires to excellence through working efficiently whilst being responsive to change, adding value where possible and using resources wisely. We collaborate to work both as individuals and as members of a team, communicating and consulting often and openly to the highest standards. We act with integrity and treat each other considerately, valuing diversity and rejecting discrimination. We operate within the appropriate laws and regulations. We are accountable to each other and to our pupils, parents, governors, trustees and visitors. The Stowe community is both environmentally and socially responsible, recognising the importance of an appropriate work/life balance.

**SHPT Mission Statement:**

Stowe House is one of the finest 18<sup>th</sup>-century houses in the world and constitutes the grandest temple in the world-famous landscape gardens. The mission of SHPT is:

To restore, conserve and increase access to Stowe House so that all people can experience, learn from and enjoy its unique cultural and social heritage. We aim to enrich people from all sections of society by increasing knowledge and understanding, enabling people to feel a personal connection with heritage, stimulating thought and curiosity, and inspiring exploration, discovery, imagination and creativity.

In order to fulfil our mission, SHPT will pursue the following strategic objectives:

- to restore and look after Stowe House to the highest quality and authenticity
- to gain recognition of the significance of Stowe House as one of the finest 18<sup>th</sup>-century houses in the world, amidst the world-famous landscape gardens
- to advance research into Stowe House and its associated cultural and social history
- to provide the widest possible access to our heritage for all people
- to increase learning and engagement for everyone
- to increase the participation of our local communities
- to inspire imagination, creativity and innovation
- to work closely with National Trust Stowe to enable people to experience the Stowe estate as a unified whole
- to work closely with Stowe School to ensure the widest possible access and learning
- to invest in our people
- to operate with financial and organisational efficiency
- to ensure a sustainable future for involvement with our heritage.

In all our work, we value:

- Learning
- Initiative
- Creativity
- Discovery
- Inspiration
- Inclusion
- Diversity
- Intellectual rigour.

**Key Responsibilities and Accountabilities:**

- To act as Duty Manager for Stowe House during House opening hours, overseeing front of house volunteer team and monitoring quality of customer service.
- To deal with visitor enquiries and ensure resolution of any issues raised, referring to Visitor Services Manager if necessary.
- To ensure the accuracy of House takings.

**Key Tasks:**

- 1 To open the House to the public – unlocking rooms, displaying signage and merchandise.
- 2 To oversee the Stowe House front-of-House volunteer team to ensure they deliver a visitor experience that exceeds expectations.
- 3 To provide excellent customer service and foster good practice in the volunteer team.
- 4 To operate the till.
- 5 To give the daily brief to the volunteer team before the House opens to the public.
- 6 To ensure tours depart promptly.
- 7 To maintain a well-motivated volunteer team by being supportive and answering volunteers' questions.
- 8 To restock House merchandise as required.
- 9 To maintain the day rota and cover volunteer positions as required.
- 10 To provide break cover for volunteers.
- 11 To assist in the maintenance of a consistently high standard of guided visits by feeding back to the Visitor Services Manager.
- 12 To meet Group Leaders on arrival and ensure their Group visits are well conducted.
- 13 To maintain the House opening floats and ensure the accuracy and administration of the House takings.
- 14 To assist during Stowe House events.
- 15 To ensure adherence to statutory Health and Safety and Data Protection legislation at all times.

This job description reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

Date agreed: October 2014

**Person Specification:**

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		<ul style="list-style-type: none"><li>• Relevant degree</li></ul>
<b>Specialist Skills &amp; Experience</b>	<ul style="list-style-type: none"><li>• Good oral communication</li><li>• Willingness to learn</li><li>• Good level of numeracy</li><li>• Previous till experience</li></ul>	<ul style="list-style-type: none"><li>• Interest in heritage</li><li>• Previous heritage experience or visitor attraction management</li></ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Outgoing, engaging</li><li>• Confident</li><li>• Good team player</li><li>• Able to multi-task</li><li>• Good interpersonal skills</li><li>• Good communication skills</li><li>• Able to work under pressure</li><li>• Well organised</li><li>• Good time management</li><li>• A willingness to work unsocial hours</li><li>• Well presented</li></ul>	