

VISITOR SERVICES ASSISTANT



Job Description

Post: Visitor Services Assistant (casual, seasonal)

Responsible to: Museum Development Manager

Pay: £9.50 per hour

Hours: From 4 July –31 October 2022. Casual hours of 2 or 3 days per week, on a rota basis., covering museum opening hours. Some weekend and Bank Holiday work is essential. There may be the opportunity for occasional additional hours.

The Judge's Lodging opened in 1997 as a top attraction for Mid Wales. It has won numerous national awards and works constantly to maintain this historic building and the heritage of Presteigne. Despite the COVID-19 pandemic, The Judge's Lodging is currently working to move forwards into a sustainable future, create community connections and explore how it can further capture the imaginations of its visitors. It operates with a small, dedicated staff and looks forward to welcoming a new Visitor Services Assistant for 2022.

Job Purpose:

To carry out duties in relation to the effective running of The Judge's Lodging as a centre for visitors, ensuring visitors onsite and by remote enquiry, receive high-quality experiences, and working to maximise income and support the work of the museum.

Primary Functions:

Although the post of Visitor Services Assistant is predominantly based within the Museum Admissions and Tourist Information area, there is much scope to be involved with other elements of work, from special events to cataloguing museum items. All staff members, including this post, make up the team that care for the period rooms and maintain the period lighting system. It must therefore be noted that a degree of general fitness is needed for occasional moving of furniture, use of small stepladders etc.

- Dealing with admissions to The Judge's Lodging, handling audio equipment, helping group visits, explaining and aiding the public.
- Helping with tourist enquiries on the area and on Wales in general from visitors coming into the centre, over the telephone and via email.
- Assist all enquiries and bookings relating to The Judge's Lodging, either personally or by referral to the Museum Development Manager.
- Responsible for ensuring that all literature and sale stock is neatly presented and up to date.
- To maximise income for The Judge's Lodging through the sale of goods and services over the counter and to help in the running of the summer pop-up tearoom.
- To support volunteers who work with staff to provide visitor services and maintain the building.
- Responsible for maintaining appropriate sales records, cash handling, and the securing of all money at the end of the day.
- Responsible for updating reference material and information for use in the centre and for general use.
- Dealing with complaints from the public, either personally or by referral to the Museum Development Manager.
- Responsible for ensuring that the reception area is kept clean and tidy at all times and reporting any faults to the Development Manager.
- Helping with the general maintenance of the museum rooms.

Full in-house training will be given and external training sourced where required. Uniforms or badges supplied to show post is part of the building's team. Responsible to Gaby Rivers, Museum Development Manager,

Person Specification:

- Possess excellent personal and communicative skills, both orally and in writing.
- Basic computer literacy is essential.
- Experience with dealing with the public would be desirable, but not essential.
- Able to work comfortably unsupervised, once training has been provided, and also as part of a team, depending on the task.

Applications by letter or email to Gaby, explaining reasons for interest in post and any relevant interests or experience. CVs welcome, but not essential.

gaby@judgeslodging.org.uk

The Judge's Lodging, Broad Street, Presteigne, Powys, LD8 2AD