

Visitor Assistant – Job Description

The English Heritage Trust is a charity that cares for over 400 historic buildings, ruins and archaeological sites. We care about the past, and our focus is to make everyone feel welcome in these special places.

What you'll achieve with us

As a Visitor Assistant you will be the face of the charity, interacting with our members, visitors, volunteers and local communities, and playing a key role in generating the funds we need to care for our special places.

You will be hands-on in engaging with our members and visitors, creating great experiences for people from the moment they arrive to when we say goodbye. All our sites are unique with a story to tell and we want to inspire visitors to enjoy every bit of their time with us.

Daily tasks will vary but a core part of your role will be to ensure the site is safe and presentable and to support the recruitment and retention of our members; you will find yourself working on admissions (selling and checking tickets), retail sales, helping visitors find their way, managing queues and doing general cleaning duties. No one day is the same, although quieter days will require you to identify new tasks to be done. Every site is different and there may be a particular focus for this role at your site, which will be made clear through the recruitment process.

What you'll be doing as part of the team

Customer service and engagement

1. Deliver a warm welcome to all visitors you meet at site.
2. Proactively meet and exceed the needs of visitors, carefully listening to their interests and motivations for visiting.
3. Talk to visitors about the site, engaging positively with a range of people at all stages of their visit so they have an enjoyable experience (full training will be given including giving you basic knowledge of the sites history).

Commercial awareness

4. Be aware of your financial targets and contribute to the site's performance by working across membership and ticket sales, donations, guidebook and retail as well as any further income streams that support the charity.
5. Actively look out for opportunities to sell, and demonstrate excellent brand standards in line with English Heritage income priorities, visitor trends and visual guidelines.
6. To assist with the successful delivery of events, hospitality and filming. This may require evening, overnight and early morning shifts.

Site standards and safety

7. Ensure a good level of presentation care and attention by helping to keep the site tidy and safe for everyone to enjoy. This includes sweeping, emptying bins and cleaning toilets.



8. Follow all relevant operating procedures, policies and training information, making sure site issues are reported correctly, cash, data and property are safeguarded, and good standards of presentation are maintained at all times.

Site-specific opportunities

9. You may have the opportunity to work across a range of areas, depending on your site, such as deputising for the Site Manager, running school visits, supporting events or specialising in retail sales.
10. Any reasonable ad hoc duties as required.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

We're also committed to providing equality of opportunity so if you have a disability, we would be happy to discuss reasonable adjustments to the job with you.

Who We're Looking For	
Essential	Desirable
1. Enthusiasm to deliver great visitor experiences across all stages of a customer's visit. 2. A people person, who is able to engage in a positive way with people from all backgrounds. 3. A confident communicator with both individuals and groups, and confident to deal with visitor feedback with site training and support. 4. Willingness to follow site procedures and priorities, supporting good presentation standards across all areas of the site. 5. Flexible with a positive attitude, enjoys working as part of a varied team and able to adapt from one day to the next. 6. Capable of understanding financial targets and carrying out basic money-handling and cashiering duties. 7. Comfortable using basic technology (such as EPOS systems and tills, touch-screens and mobile devices).	1. Some paid or voluntary experience of working directly with the public in a comparable environment (such as a visitor attraction, a heritage environment like a museum, or within the retail or charity sectors). 2. Ability to speak other languages would be an advantage at some English Heritage sites.