

**Seasonal Visitor Welcome Officer £25,000 FTE**

(19.5 hours per week from Apr to Sep on Sundays, Mondays and Tuesdays from 9.30am-4.30pm.)

**Sulgrave Manor Trust**

The Trust owns, maintains and operates Sulgrave Manor as a heritage visitor attraction. The Manor was built in 1539 by Lawrence Washington, direct ancestor of George Washington, America's first President. Saved from ruin in 1921 it was opened as a visitor attraction and as a symbol of the friendship between the UK and USA. Today we welcome day visitors, private and group tours, school groups and host related public events and functions celebrating the history of the house and its importance in international relations.

**PURPOSE OF JOB**

**Sulgrave Manor Trust is looking for an enthusiastic and experienced reception and retail professional who will run our welcome area and enhance the visitor experience.**

**You will deliver our Visitor Welcome, including the operation of the ticket desk, refreshments sales, shop and visitor assistance. You will ensure exceptional standards of customer service and presentation ensuring including high standards of cleanliness across these areas.**

**You will support the set-up, stewarding and break-down of events/activities, in liaison with other colleagues.**

**DUTIES AND RESPONSIBILITIES**

**1. Carry out front of house activities at Sulgrave Manor:**

Setting up areas at start/end of day to include opening chains, gates and unlocking areas.

To welcome visitors on arrival and offering membership, gift aid and general information about the site.

Sales of refreshments from the welcome desk.

To provide a consistently excellent service to our visitors that ensures their expectations are exceeded both on site and via visitor enquiries.

To maintain excellent standards of site and personal presentation at all times, from providing a warm welcome to visitors, to site presentation including but not limited to general checks of all public areas including toilet cleaning and emptying of waste bins.

Answering telephone and email enquiries.

Checking, tidying and re-stocking activity materials during the day.

Light cleaning and tidying duties in the welcome areas – dusting stock, clearing tables, using the dishwasher.

**2. Commercial: deliver targets, support growth and income generation:**

Opening the EPOS system at the start of the day and cashing up/balancing income at the end of the day.

Operate the EPOS system for admissions and retail and be responsible for cash handling.

Actively promote Gift Aid admissions to support the aims of the charity and upsell membership/season tickets etc.

Monitor stock and ensure stock rotation in the shop.

Monitoring catering stock and preparing adequate supplies for each day.

Adding new stock items to the EPOS system and notifying Office Manager of stock requirements.  
Make shop stock orders after liaison with the Office Manager.

### **3. Administrative Duties**

Answering email enquiries for visitors and group booking enquiries.  
Managing visitor data spreadsheets and general administrative tasks.  
Updating stock records.  
Updating Gift Aid data spreadsheets.  
Carrying out Visitor surveys and inputting data.  
Assisting with marketing tasks.

### **4. Any other duties and responsibilities appropriate to the post. Including but not limited to:**

Assisting with administration for Functions.  
Supporting events, meetings and functions on the site.  
Working with volunteers.

### **RELATIONSHIPS**

The postholder will work directly to the Office Manager and support the Management Team as required.

This job will be based at Sulgrave Manor.

The post is part time seasonal: 19.5 hours per week from April to September on Sundays, Mondays and Tuesdays from 9.30am-4.30pm. There are opportunities for additional hours to support group bookings and other activities which would be paid on an hourly basis.

### **PERSON SPECIFICATION**

#### **EXPERIENCE, SKILLS AND KNOWLEDGE**

##### **ESSENTIAL**

Experience working in public and customer facing teams and delivering excellent customer care practice  
Reliability and punctuality  
Self confidence in dealing with people of all ages and abilities  
Experience of using own initiative  
Experience of operating EPOS systems and cash handling  
Sales skills and confidence in upselling in retail  
Proactive and enthusiastic approach to work  
Ability to work well as part of a small team

##### **DESIRABLE**

Experience in retail display/hospitality  
Knowledge and enthusiasm for history and heritage  
First Aid certificate

**For more information please email [enquiries@sulgravemanor.org.uk](mailto:enquiries@sulgravemanor.org.uk).**

**To apply, please send a CV (no more than 2 sides of A4) and covering letter outlining how your skills meet the requirements for this role to [samantha.jackson@sulgravemanor.org.uk](mailto:samantha.jackson@sulgravemanor.org.uk).**

**Last date for applications: 9.00am 6<sup>th</sup> January 2025. Please note applications will be assessed on receipt and a candidate may be appointed prior to this date, so early applications are advised.**