



# STOWE HOUSE

Stowe House Preservation Trust

## Job Description

**Job Title:** Casual Visitor Experience officer  
**Department:** Stowe House Preservation Trust (SHPT)  
**Accountable to:** Visitor Experience Manager  
**Responsible for:** No direct reports

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

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 interpersonal skills, both with our visitors and our large volunteer team. In addition to the front of house support, you will be required to carry out small administrative tasks to ensure that the day-to-day running of Stowe House meets our high standards.

Responsible for overseeing the smooth running of the visitor offer and the visitor volunteer team during house opening hours, the role is required to ensure our team delivers the highest standard of visitor experience. It will involve working with the rest of the SHPT team to ensure that key elements of volunteer management, customer care, retail and visitor experience are delivered to the highest standards along with assisting at events and promotions.

### **Key Responsibilities and Accountabilities:**

- Acting as duty manager, you will be responsible for the smooth running of the daily visitor experience offer including overseeing the volunteer team, maintaining high standards of presentation within the exhibition routes, following health, safety and fire procedures and exceeding customer service expectations at all times
- You will be a positive representative for Stowe House and ensure the continued good working relationships with Stowe School, Stowe Events and the National Trust to contribute to the further development of the visitor experience at Stowe House.

### **Key Tasks:**

1. To act as Duty Manager and to oversee the smooth running of the welcome centre and visitor offer including the volunteer team on duty that day.
2. To troubleshoot any issues that may arise and appropriately deal with any emergency situation
3. To have full understanding of our EPOS ticketing system and manage the accuracy of the daily floats and administration of the House takings.
4. To ensure all stock is regularly replenished throughout the day and report low levels to the VEO or VEM
5. Lead by example in delivering an exceptional customer service offer in order to increase visitor numbers and encourage repeat visits

6. To assist with the setting and overseeing of standards of customer service, consistent with best practice throughout the heritage sector.
7. To do regular walk arounds of the visitor offer to ensure that the routes are clear, perfectly presented and well maintained
8. To welcome group visits to Stowe and liaise with group leaders, catering and the NT to ensure visits are well organised.
9. To assist with the welcome and induction of new volunteers while ensuring that the volunteer team enjoy their time with SHPT and feel well supported.
10. To ensure that all of Stowe's relevant policies and procedures are adhered to
11. To assist at Stowe House events.
12. To support the Visitor Experience Manager in sustaining the good morale and personal development of volunteers.
13. To ensure adherence to statutory Health and Safety and Data Protection Legislation at all times.
14. To be fire warden trained and fully aware of all aspects of emergency evacuation procedures including the location of emergency equipment.
15. Undertake any other relevant activities which fall under the general scope of this role as directed by the Visitor Experience Manager and/ or the Visitor Experience officer

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: April 2018

## 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>GCSE qualifications or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Museum or heritage degree</li> <li>Customer Service qualifications</li> </ul>
<b>Specialist Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>Face to face customer service experience</li> <li>Good communication skills</li> <li>Good level of numeracy skills</li> <li>The confidence to proactively engage with all our visitors and to deliver talks and tours of the House</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with EPOS systems</li> <li>Previous heritage or visitor attraction experience</li> <li>Previous volunteer management experience</li> <li>Previous Duty manager experience</li> <li>Experience promoting and upselling products or events</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>A passion for working with people and a positive, can do attitude</li> <li>Proactive, engaging and approachable</li> <li>Good team player</li> <li>Able to multi-task</li> <li>Good communication skills</li> <li>Able to work under pressure</li> <li>Well organised and good time management skills</li> <li>Flexible and able to work some weekends, bank holidays and evening events</li> </ul>	

## Stowe House Preservation Trust

Stowe House Preservation Trust 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 880 acres. Stowe School is an independent co-educational boarding School with approximately 800 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 Stowe House Preservation Trust (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 by 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