



STOWE HOUSE

Stowe House Preservation Trust

Job Description

Job Title: Visitor Experience Officer
Department: Stowe House Preservation Trust (SHPT)
Accountable to: Visitor Experience Manager

Purpose of the job:

This role supports the day-to-day delivery of the visitor experience at Stowe House, ensuring an excellent and engaging experience for all visitors.

Stowe House Preservation Trust

Stowe House Preservation Trust (SHPT) opens Stowe House to the public as a heritage site and is dedicated to its restoration for the nation. We work closely with our partners—the National Trust, who own and manage the surrounding landscape gardens, and Stowe School, which occupies and actively uses many of the historic spaces. Together, we ensure a balanced and collaborative approach to conservation, education, and public access.

The gardens welcome over 200,000 visitors annually, while Stowe House is open year-round, offering guided tours during term time and self-guided visits during school holidays.

As a working school, Stowe’s historic rooms are part of everyday life for students. Our partnership with the school allows us to preserve the heritage of the site while supporting its educational role.

This position with Stowe House Preservation Trust (SHPT) reflects our commitment to delivering an exceptional visitor experience and engaging new audiences. The role requires excellent customer service and interpersonal skills, along with a proactive approach and a positive, can-do attitude. You will also carry out administrative tasks to support the smooth day-to-day running of Stowe House to our high standards.

You will be responsible for overseeing the visitor offer and supporting the visitor volunteer team during house opening hours, ensuring every guest receives a warm welcome and a memorable experience. Working closely with colleagues across SHPT, Stowe School, and our partners at the National Trust, you will help deliver key aspects of volunteer management, customer care, retail, and visitor engagement. The role also includes assisting with events and promotional activities.

Key Responsibilities and Accountabilities

Visitor Experience Management

- Act as Duty Manager, ensuring the smooth daily operation of the visitor experience, including overseeing the volunteer team, maintaining high presentation standards across exhibition routes, ensuring adequate staffing, and following health, safety, and fire procedures.
- Deliver exceptional customer service and exceed visitor expectations.

- Undertake administrative tasks related to the visitor offer, including handling enquiries, managing bookings, creating volunteer rotas, and supporting social media and website updates.
- Work with the Visitor Experience Manager (VEM) to actively recruit, train, and support volunteers.
- Work with the VEM to meet financial targets and KPIs set by senior management.
- Represent Stowe House positively and maintain strong working relationships with Stowe School, Stowe Events, and the National Trust to enhance the visitor experience.

Key Tasks

Visitor Experience

- Ensure the site is open/closed in accordance with operational and security procedures.
- Act as Duty Manager during public opening hours, ensuring visitor and volunteer safety, and leading evacuations and emergency responses.
- Manage the EPOS ticketing system, daily floats, and house takings.
- Respond to visitor and volunteer enquiries and complaints promptly and professionally.
- Monitor and evaluate the visitor experience, contributing to marketing and planning, and implementing improvements.
- Maintain high presentation standards throughout the visitor route.
- Welcome and coordinate group visits, liaising with group leaders, catering, and the National Trust.
- Deliver outstanding customer service to increase visitor numbers and encourage repeat visits.
- Complete and communicate risk assessments, incident reports, and routine inspections.
- Build strong relationships with partners and stakeholders to develop collaborative opportunities.
- Troubleshoot operational issues and liaise with relevant departments for resolution.
- Support the informal learning offer by actively engaging with activities, ensuring they are well-stocked, tidy, and presentable for visitors.

Volunteers

- Motivate, train, and support the visitor services volunteer team to deliver excellent service.
- Manage rotas to ensure adequate volunteer coverage and provide cover when needed.
- Conduct daily briefings to ensure volunteers understand their roles and responsibilities.
- Report volunteer performance to the VEM with recommendations for action as needed.

Commercial Operations

- Ensure retail stock is replenished and report low levels to the VEM.
- Support daytime and evening events, including setup and breakdown.
- Seek opportunities to innovate and improve the retail and refreshment offer.
- Ensure financial procedures are followed and maintain a full audit trail.
- Work with the VEM to grow visitor numbers, retail operations, and public events to maximise revenue.

Security, Health & Safety

- Comply with all Health & Safety, Safeguarding, and GDPR policies and ensure adherence across the site.
- Complete and log risk assessments, incident reports, and inspections.
- Conduct regular safety checks and report issues for resolution.
- Ensure volunteers are trained in fire safety, emergency procedures, safeguarding, and evacuation.
- Act as a designated fire warden and first aider, maintaining emergency equipment and first aid kits.

Other Duties

- Provide support to team members, especially during the winter season, across conservation, community engagement, learning activities, research, interpretation, and project work.
- Undertake any other relevant activities within the scope of the role as directed by the Visitor Experience Manager.

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 cover letter and CV:

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE qualifications or equivalent 	<ul style="list-style-type: none"> • Customer Service qualifications
Specialist Skills & Experience	<ul style="list-style-type: none"> • Experience of working in visitor operations and/or customer service role. • Experience in delivering high levels of customer service. • Good communication skills • Good level of numeracy skills • Good interpersonal skills • Excellent IT skills • The confidence to proactively engage with all our visitors and to deliver talks and tours of the House 	<ul style="list-style-type: none"> • Experience of working in a heritage or visitor attraction setting. • Experience of working with EPOS systems • Experience of working with and supervising volunteers • Previous duty manager experience • Experience promoting and upselling products or events • First Aid training qualification
Personal characteristics	<ul style="list-style-type: none"> • A passion for working with people and a positive, can-do attitude • Proactive, engaging, and approachable • Good team player • Able to multitask • Good communication skills • Able to work under pressure, be flexible, and problem solve. • Well organised and good time management skills • Flexible and able to work weekends, bank holidays and some evenings. 	

Terms and Conditions:

The salary for this role is £25,000 pro rata, and employment will be with Stowe House Preservation Trust.

Hours of work: An average of 30 hours per week over 4 days. Wednesday to Sunday with one weekend off a month. This role will also include some evenings to cover any events we run.

Therefore, the postholder will need to offer flexibility and availability in order to make a success of this role, and the role will be site-based at all times.

Date agreed: October 2025

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.