

# CHISWICK HOUSE & GARDENS TRUST

## **CHGT Visitor Experience & Volunteer Co-ordinator**

### **Job Reference VEVC22**

**Responsible to:** Visitor Experience Manager

**Responsible for:** Visitor Experience Assistants (VEAs) and volunteers

**Contract:** Full time, including weekend working on rota basis

**Key relationships:** Visitor Experience team, CHGT staff and volunteers, English Heritage conservation and collection teams, venue hire and film location clients and agents.

**Salary:** £22,000 p/a

### **Role Summary**

Chiswick House and Gardens Trust (CHGT) seeks a Visitor Experience and Volunteer Co-ordinator to help our Visitor Experience team open the visitor route to visitors and private clients for tours or events. You will ensure that your team focus on the delivery of an exceptional experience and meet our ambitious visitor and commercial targets. This role will also drive the delivery and administration of our volunteer programme, with responsibility for recruitment, onboarding and resource planning. You will be directly line managed by the Visitor Experience Manager.

### **The Organisation**

Chiswick House and Gardens (CHGT) is a 300-year-old historic house with 65 acres of Gardens in the heart of Hounslow, West London. It was established in 2005 jointly by the English Heritage Trust (EHT) and the London Borough of Hounslow, who previously managed the Gardens. It is the birthplace of the English Landscape Movement, with the largest collection of heritage camellias under glass in the world, 17th-century walled gardens and Kitchen Garden, and is internationally recognised for its architecture and garden history.

Today, Chiswick House and Gardens is a hub for the local community, with 1,000,000 visits made to the Gardens each year, as well as thousands of visitors to the House. We are a popular destination for dog walkers, families, individuals and groups who arrive at Chiswick daily in pursuit of nature and culture. In a normal year, we host weddings, film and photography shoots, outdoor theatre and cinema, music and food festivals, family events and sporting activities which bring the community together

Our volunteer programme is essential to our work, and a huge part of our community. Our 200 volunteers are vital to our day-to-day work and we could not maintain the garden, engage our visitors, cultivate, harvest and sell our Kitchen Garden produce, deliver learning and community activities, care for our bees, lake and wildlife and manage our archive, without them. We have two teams; the volunteer Gardeners who work alongside our staff in caring for the grounds, and the volunteer Visitor Welcome team who ensure all our visitors have a great visit. There are also several other groups of volunteers including Rangers, Education, Beekeepers, Wildlife and Archivists.

### **What you will be doing:**

Visitor Experience

- Duty Management of the visitor route, including Chiswick House and the Kitchen Garden, including some evening event shifts when needed.
- Supporting and enhancing the visitor experience across the entire site to build our reputation and increase revenue.

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- Consistently provide a high level of customer care, taking time to understand visitor needs, and maintaining an adequate level of training and knowledge to meet these needs.
- Troubleshooting and resolving any queries or issues that arise during the working day.
- Focused delivery of VE targets, including visitor satisfaction scores, Membership sales, retail income and Gift Aid conversion.
- Ensuring that all Visitor Welcome and Sales areas are presented to the highest standard, including the Ticket Desk, Retail areas, and other Public spaces.
- Coordinating the delivery of the visitor experience training programme so the team is ready for reopening.
- Assist the VE Manager in the development of the Visitor Experience, Interpretation and Public Programme strategy post-reopening.

## Staff and Volunteer Management

- Provide managerial support to Visitor Experience Assistants (VEAs) and volunteers.
- Guide and advise all volunteers in their day to day roles.
- Support VE Manager with management of VEAs when Duty Manager in Chiswick House.
- Manage staff absences when these arise and respond flexibly to adjust the staff rota.
- Maintain visitor experience guidelines to monitor the performance of staff and volunteers.
- Assist VE Manager with VEA performance reviews.

## Volunteers

- Drive the delivery of the CHGT's Volunteer Programme.
- Manage Volunteering inbox.
- Supporting the CHGT volunteers who support all aspects of our work from delivering tours to gardening.
- Maintain weekly communication with volunteers.
- Ensure volunteer shifts are filled up weekly, across all areas of the business.
- Responding to incoming new volunteer enquiries and collating applications.
- Booking new recruits in for their taster sessions and following up after they've attended.
- Support in organising volunteers for public programme or community workshops.
- Contribute to planning and delivery of the volunteer recruitment plan.
- Recording and monitoring all key data and providing weekly volunteer reports.

## Estates, Security and House Operations

- Maintain knowledge and ensure all security and safety procedures and protocols are adhered to in Chiswick House.
- Responsible to be the primary responder during a fire or emergency evacuation.
- Support the Facilities and Estates team with daily checks and monitoring contractors.
- Possess a full understanding of relevant security, health and safety procedure including evacuation and location of emergency equipment.

## Ticketing and Retail

- Actively drive the commercial activity of CHGT by selling tickets, membership, and retail products to visitors, creating a seamless transaction in all areas, contributing to meeting commercial targets.
- Have thorough knowledge of ticketing (DigiTickets) and retail (Shopify) systems, to be able to troubleshoot any queries that arise.
- Understand all discounts, offers and ticketing partnerships that CHGT are associated with.
- Promote and upsell products and events, creating a deeper relationship with our visitors.
- Ensure that all stock, and equipment are handled securely at all times, and in line with agreed procedures. Carry out stock additions and replenishing of stock when needed. You will notify the VE Manager if there are any discrepancies.

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## Collection and Conservation

- Work closely with our colleagues at English Heritage to better understand the collection and conservation actions regularly undertaken.
- Report any changes or damage to the House or its contents to the VE Manager.
- Monitor all spaces in the House during events, maintaining a conservation mindset. Work safely and securely to care for the collection as well as ensure the safety of all visitors, staff, volunteers and the building and collections themselves.
- Completing and supervising the VEAs for all daily checks and housekeeping duties.

## Events

- Providing Event Duty Management as and when required, across tours, weddings, events and filming.
- Work closely with Commercial Team and catering partner during events.
- Be alert to all necessary security and safety protocols associated with an event in the House.

## Teamwork and Collaboration

- Support VE Manager in day to day running and operations of the House.
- Contribute positively and knowledgeably to discussions with regards to ongoing improvement of the visitor facing operation at Chiswick House and Gardens.
- Work collaboratively with colleagues and volunteers in the delivery of memorable experiences for all visitors.
- Work with colleagues across all areas of the organisation.

The expected hours of work for this role will be 08.30 – 16.30 (during the open season) as a Day Duty Manager.

Event Duty Manager hours vary depending on the event.

## **Who we are looking for**

You will have experience in delivering engaging customer service. In addition, you will need to demonstrate:

- Previous experience working in a visitor facing team.
- Commitment to working with staff and volunteer teams in delivering an engaging and consistent visitor experience.
- Excellent organisation skills with attention to detail, able to prioritise and work to tight timescales.
- Ability to work effectively, adapt and use your initiative in response to the day-to-day operation.
- Can Do attitude and personal drive, with willingness to 'go the extra mile' to exceed visitor expectations.
- Excellent presentation, communication, listening and interpersonal skills.
- Good level of IT literacy.
- Strong written and verbal communication skills.
- Knowledge and understanding of historic buildings, art collections and interiors.

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## **Desirable Criteria**

- Volunteer Management.
- Experience of Ticketing and Retail Systems.
- First Aid training.
- Experience of working in a comparable environment (museum/heritage or attraction based).
- Conversant in other languages, including BSL.

## **How to apply:**

Application is by CV (no more than 2 pages) and a cover letter (no more than 1 page) outlining the reasons for your interest in the post and why you believe yourself to be suitable, and how you would propose approaching the brief.

Please provide details of two referees who know your employment and your work. For shortlisted candidates, references will be taken up prior to interview unless you advise that you do not wish us to do so.

Please include your full contact details including daytime and evening telephone numbers.

## **Deadline: Closing date for applications is midnight, Sunday 6 February 2022.**

Interviews and Shortlisting: It is anticipated that shortlisted candidates will be invited for interview to be held onsite on **17-18 February**.

*Not sure you meet 100% of our qualifications? If you believe that you could excel in this role, we encourage you to apply. We are dedicated to considering a broad array of candidates, including those with diverse work experiences and backgrounds. Whether you're new to arts and culture administration, returning to work after a gap in employment, simply looking to transition, or taking the next step in your career path, we will be glad to have you on our radar. Please use your cover letter to tell us about your interest in the arts and culture space and what you hope to bring to this role.*