

# CHISWICK HOUSE & GARDENS TRUST

## **CHGT Visitor Experience Assistant - Casual**

### **Job Reference VEA22**

**Responsible to:** Visitor Experience Manager

**Working with:** Visitor Experience and Volunteering Co-ordinator; Volunteers – House and Garden, Events Teams

**Contract:** Casual, Fixed term until 31 October 2022

**Salary:** £11.05 per hour (London Living Wage)

Any appointment will be subject to a full Disclosure and Barring Service check.

### **Role Summary**

Our Visitor Experience Assistants will create a welcoming and safe environment for visitors, delivering admissions, membership, retail, and visitor experience to an exceptional standard. Working across Chiswick House and the Kitchen Garden, you will work alongside colleagues and volunteers to bring our site to life for everyone, everyday.

### **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

After a hugely successful season in 2021, we are excited to launch our new season with our team of Visitor Experience Assistants. We are encouraged to continue our 'refreshed' visitor experience alongside our seasonal exhibition. Our team will continue to promote and reach out to new local audiences. Following the impact of Covid-19, we are committed to adapt and review our visitor route and interpretative assets to ensure we are Covid-secure.

### **What you'll be doing**

#### Visitor Experience

- Proactively welcome all visitors to Chiswick House and Gardens. Provide a warm and engaging welcome which makes a lasting positive impression, representing CHGT to the highest standard.
- Support visitors to learn and engage with the site, promoting the experience at Chiswick House, the Kitchen Garden, wider estate, and public programme.
- 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.
- 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.

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- Work with colleagues from other areas of the organisation (particularly volunteers, the Gardens team, and the Events team) to support the effective promotion and smooth running of events, public programmes, and other activities.
- Possess a full understanding of relevant security, health and safety procedure including evacuation and location of emergency equipment.
- Work safely and securely to care for the collection as well as ensure the safety of all visitors, staff and the building and collections themselves.

## Ticketing and Retail

- Be responsible for ensuring that all Visitor Welcome and Sales areas are presented to the highest standard, including the Ticket Desk, Retail areas, and other Public spaces.
- Make sales to customers, operating tills competently and confidently.
- Understand and play an active role in meeting commercial targets, including any fundraising campaigns.
- Promote and upsell products and events, creating a deeper relationship with our visitors.
- Ensure that all money, stock, and equipment are handled securely at all times, and in line with agreed procedures. Carry out cashing up, accurately recording results, and notify the Duty Manager of any discrepancies.

## Teamwork and Collaboration

- Contribute positively and knowledgeably to briefings and 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.
- Participate in training to develop personally within the role, and to ensure that CHGT's Quality Standards are achieved and maintained.

## Events

- Throughout the season, opportunities for extra shifts will become available for private Events at Chiswick House.
- All shifts will become available via your online rota and will be allocated on a first come, first serve basis.

## Daily Talks

- You are encouraged to develop your own short talks or choose from a bank of existing talks to deliver to the public, focusing on themes within the House, objects, people or general history of Chiswick House.
- We will be running these talks daily and so encourage as many of our Visitor Experience Assistants to participate.
- You will be trained on tour presentation as well as receive final sign off by the Head of Visitor Experience and Visitor Experience Manager.

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The expected hours of work for this role will be 09.15 – 16.15. Chiswick House and the Kitchen Garden will be open to visitors Thursday to Sunday, 10.00-16.00, from 1<sup>st</sup> April 2022 to 30<sup>th</sup> October 2022. The Shop will be open 7 days per week from April through to October. This role works in all areas.

## **Who we are looking for**

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

- Ability to work effectively in small teams, quickly building positive working relationships.
- Exceptional customer care skills.
- Can Do attitude and personal drive, with willingness to 'go the extra mile' to exceed visitor expectations.
- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.
- Good presentation, communication, listening and interpersonal skills.
- Previous experience working in a customer service and cash handling position in a public facing environment.
- An organised approach with attention to detail
- Good general IT skills (experience of Ticketing and Retail systems is desirable)
- An interest in tourism, history, architecture, art, or visitor experience is desirable.
- Respect for equality of opportunity, diversity, and inclusion with practical ideas for their implementation within the scope of the post.

## **Desirable Criteria**

- First Aid training.
- Experience of working in a comparable environment (museum/heritage or attraction based).
- Conversant in other languages (including BSL).
- Experience of working corporate and/or high-profile events.

We are looking for people who reflect the diversity of the country today to help us shape and change our approach and make it more relevant to the diversity of the people in our local communities. Disabled people, those that identify as being from Black, Asian and minority ethnic backgrounds and people under 30 are under-represented in our staff and volunteer team so we particularly encourage applications from people in these groups.

## **Other**

You may be asked to carry out additional tasks as may arise, and which may be reasonably accommodated within the post's salary level. You will be required to act in accordance with the provisions of the Health and Safety at Work Act 1974 to take reasonable care for the health and safety of any person who may be affected by your acts of omissions at work.

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## **How to apply:**

Application is by CV (no more than 2 pages) and a supporting statement (no more than 2 pages) outlining the reasons for your interest in the post and why you believe yourself to be suitable.

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 the week commencing 21<sup>st</sup> February 2022.

Training for successful candidates will take place over two weeks, commencing on Monday 14<sup>th</sup> March – Friday 25<sup>th</sup> March.

Shifts will begin proper the week commencing 28<sup>th</sup> March 2022.

*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.*