

Visitor Assistant Role Description – Draft as at 1 May 2017

Our Visitor Assistants man the Visitor Centre at the Main Entrance to the Gardens

Your role will be making visitors feel welcome and ensuring their visit is friendly, enjoyable and safe. You will develop a good knowledge of Stephens House & Gardens and the Stephens Collection. You will also develop knowledge of the surrounding area and transport links to enable visitors to receive accurate and relevant information to enhance their visit.

Key Responsibilities

- Pro-actively promote House and Gardens to visitors, ensuring that everyone receives the warmest welcome and exemplary service.
- Maintain a strong team atmosphere, by injecting enthusiasm and promoting a harmonious friendly climate.
- Comply with the Trusts Health and Safety policy and any policies set out to ensure the safety and welfare of visitors, staff and volunteers.

Duties

- Act as a meet and greeter and a source of knowledge and reference point for all visitors.
- Answer questions on the history of the House & Gardens and The Stephens Collection
- Assisting with regular checks on the toilet facilities throughout the day.
- Sell and record merchandise at the entrance desk including the promotion of the Guide Book and events
- Assist Trust staff in any other relevant duties and tasks

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract