

# VISITOR SERVICES ASSISTANT



## Job Description

**Post:** Visitor Services Assistant (part time, seasonal)

**Responsible to:** Museum Development Manager

**Pay:** £8.50 per hour

**Hours:** From July appointment to 31st October 2019. 13 hours per week in July-Sept and 11 hours p.w. in October. Hours are usually over two days and on a rota basis. Some weekend and Bank Holiday work essential. There may be the opportunity for occasional additional hours.

The Judge's Lodging opened in 1997 as a top attraction for Mid Wales. It has won numerous national awards and works constantly to maintain this historic building and the heritage of Presteigne. It operates with a small, dedicated staff and looks forward to welcoming a new Visitor Services Assistant for 2019. The year is an important one for the Judge's Lodging, with its charitable trust taking the building over from Powys County Council at the end of 2018, Welsh government-funded works to the roof and facade of the building, plus a new shop and audio equipment arriving, and other developments planned—exciting times!

### Job Purpose:

To carry out duties in relation to the effective running of The Judge's Lodging as a centre for visitors, ensuring visitors onsite and by remote enquiry, receive high-quality experiences, and working to maximise income and support the work of the museum.

### Primary Functions:

Although the post of Visitor Services Assistant is predominantly based within the Museum Admissions and Tourist Information area, there is much scope to be involved with other elements of work, from special events to cataloguing museum items. All staff members, including this post, make up the team that care for the period rooms and maintain the period lighting system. It must therefore be noted that a degree of general fitness is needed for occasional moving of furniture, regular use of stepladders etc.

- Responsible for dealing with admissions to The Judge's Lodging, handling audio equipment, group visits, explaining and aiding the public.
- Responsible for dealing with tourist enquiries on the area and on Wales in general from visitors coming into the centre, over the telephone and via email.
- Assist all enquiries and bookings relating to The Judge's Lodging, either personally or by referral to the Development Manager.
- Responsible for ensuring that all literature and sale stock is neatly presented and up to date.
- To maximise income for The Judge's Lodging through the sale of goods and services over the counter and to help in the running of the summer pop-up tearoom.
- To support volunteers who work with staff to provide visitor services and maintain the building.
- Responsible for maintaining appropriate sales records, cash handling, and the securing of all money at the end of the day.
- Responsible for updating reference material and information for use in the centre and for general use.
- Responsible for dealing with complaints from the public, either personally or by referral to the Development Manager.
- Responsible for ensuring that the reception area is kept clean and tidy at all times and reporting any faults to the Development Manager.
- Helping with the general maintenance of the museum rooms.
- Act as occasional Duty Manager, activating/deactivating the alarm system, tending to all gas and oil lights, taking charge of safety requirements etc.

### **Person Specification:**

- Possess excellent personal and communicative skills, both orally and in writing.
- Basic computer literacy is essential. Preferred qualifications/skills are GCSE Maths and English Language.
- Experience with dealing with the public would be desirable, but not essential.
- An interest in history and the Radnorshire area would be very advantageous.

Please send CVs to: Gaby Rivers, Museum Development Manager,  
The Judge's Lodging, Broad Street, Presteigne, Powys, LD8 2AD  
gaby@judgeslodging.org.uk

**Deadline 26th June**