



**North  
Northamptonshire  
Council**

## Job description

### Details of the job

Post title:	Visitor Experience Assistant (Volunteering department)
Salary grade:	£9.50 Per Hour
Hours:	22.5hrs per week (3 days per week)
Location:	Chester House Estate, Wellingborough
Reports to:	Chester House Estate Business Operations Manager
Service area:	Chester House Estate – North Northamptonshire Council

The Chester House Estate is a £14.5m restoration project funded by North Northamptonshire Council, West Northamptonshire Council and The National Lottery Heritage Fund. The site is a popular visitor attraction, educational facility and archaeological archiving centre. Our educational programmes focus on farming, sustainability, history, geography, archaeology and farm business diversification.

We wish to make the Chester House Estate somewhere that people want to come; a place that through education, learning and enjoyment adds value to their lives, and helps them to appreciate Northamptonshire's outstanding heritage. We will deliver a quality, unique and sustainable educational offering. We will champion accessible education for all ages and communities, our mission is to give the opportunity to engage with the Chester House Estate's past, present and future.

We have plans to take our visitor engagement, functions and events to a whole new level and we need someone fantastic to be part of our team. The visitor experience assistant will be required to work in all aspects of The Chester House Estate following directions for them management team. You will be part of a small team that together will be working in our Farmhouse Kitchen, Visitor Centre, and Farmhouse Apartment, along with being a part of all Weddings and Events at the Chester house estate.

The Visitor Experience Assistant will report to the Business Operations Manager who will set clear tasks and objectives for each shift. The job will be varied with a wide range of roles including departments such as catering, weddings, bar, cleaning, accommodation, and events. You will assist in the day to day running and up-keep of The Chester House Estate. Due to the nature of the business, regular weekend and Bank Holiday working is required.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all.

## Overall purpose of the post

Working with the Estate team and partners to develop a volunteer vision and longer-term strategy for the Chester House Estate

- Provide a point of contact and support for volunteers and their overall experience
- Work with the Chester House team leads and volunteers to plan and run volunteer events
- Provide opportunities for volunteers to support and benefit from events and training
- Be friendly and informative sharing your knowledge and enthusiasm of The Chester House Estate and its history with every visitor to the site.

## Main accountabilities

This is an ideal opportunity for someone who is keen to develop and grow in a visitor attraction environment. You will:

- Reporting to the Business Operations Manager you will support the Chester House volunteer programme, focusing on the principles of 'Recruit, Reward & Retain'.
- You will help to develop a long-term vision for the volunteer programme, which supports the Chester House Estate values
- You will be responsible for maintaining the volunteer database, regularly reviewing the volunteer processes and adapt systems where needed to support best practice.
- You will ensure the wellbeing of volunteers is supported, that they have access to appropriate and relevant training and are matched with roles and opportunities that complement their skills, experiences and interests.
- Develop administration of volunteers, and that the processes are effective and efficient, encouraging retention.
- Working closely with colleagues, you will ensure volunteering is embedded across the whole organisation, ensuring there are sufficient volunteer resources for all activities.
- Encourage learning and development across all volunteer opportunities
- Support Chester House team leaders, with co-ordinating volunteer roles and needs, ensuring the volunteer journey is as smooth as possible
- Ensure vigilance with regard to the safety and security of our site and visitors
- Adhere to all health and safety and operational procedures of the site.
- Understand and implement the fire evacuation procedure with primary regard to visitor and personal safety.
- Undergo any training as necessary to perform your role well.
- Use initiative to solve problems that may arise and escalate where appropriate.
- Perform ad hoc duties when necessary.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## PERSON SPECIFICATION

Post Title:	Visitor Experience Assistant (Volunteering department)
Grade	
Service Area:	Chester House Estate

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education and Qualifications</b>	GCSE (or equivalent) Maths and English Grade C or above	First Aid Training
<b>Experience and Knowledge</b>	Previous experience in a volunteering work environment	Appreciation and understanding of the importance of the historic environment.  EPOS and cash handling experience
<b>Ability and Skills</b>	Excellent face-to-face communication skills for building and maintaining good customer and staff relations.  Outstanding team player who is able to work effectively even when things get busy and remain calm under pressure.	ICT skills for use of PC and other technologies on site.
<b>Equal Opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	