



North
Northamptonshire
Council

Job description

Details of the job

Post title:	Visitor Experience Assistant (Weddings and Conferencing)
Salary grade:	£9.50 Per Hour
Hours:	30hrs per week.
Location:	Chester House Estate, Wellingborough
Reports to:	Chester House Estate 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. Opened October 2021, 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 weddings and conferencing to a whole new we need someone fantastic to be part of our team. The Weddings and Conferencing assistant will be the main point of contact with all new customers to the estate. You may be required to work in all aspects of The Chester House Estate following directions for them management team. You will be part of the commercial team that together will be delivering our wedding days and conferencing.

The Weddings and Conference Assistant will report to the Commercial Operations Manager who will set clear targets for both income and expenditure as well as KPI for customer service, experience and feedback. We are looking for a self-driven and motivated individual who will be able to manage their own workload and priorities tasks. Most importantly, we are looking for someone with creative ideas who can drive our wedding and conferencing offering forwards.

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. Due to the nature of the business, regular weekend and Bank Holiday working is required.

Overall purpose of the post

- Being the first point of call for all wedding couples and delivering the wedding they ask for.
- Working with clients to deliver a high quality conference package.
- Ensuring that communication and origination is kept to the highest standards.
- Generation sales leads.
- Develop the wedding and conference offering for The Chester House Estate.

Main accountabilities

This is an ideal opportunity for someone who is keen to develop and grow in visitor engagement and events management. You will:

- Be Friendly and informative sharing your knowledge and enthusiasm of The Chester House Estate and its history with every visitor to the site.
- Be organized and punctual
- Have outstanding communicate skills
- Assist with running events and programming such as Father Christmas Experiences and Easter Egg Hunts.
- Hitting clear sales targets set out by the ops manager.
- Develop a client base for return customers
- 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.
- Provide assistance to visitors at any point of their visit to ensure they have the best experience at Chester House.
- 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 (Weddings and Conferencing)
Grade	
Service Area:	Chester House Estate

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Minimum 2 A levels C or above or equivalent.	Level 2 food hygiene certificate First aid trained.
Experience and Knowledge	Previous working in the wedding and conference environment. (min 2 years)	Appreciation and understanding of the importance of the historic environment. EPOS and cash handling experience
Ability and Skills	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.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	