



Vacancy Summary

Job Title:	Visitor Experience Assistant
Salary:	£19,127 per annum
Location:	Winchester Discovery Centre
Hours:	Full and part-time hours available, weekend and evening working essential
Type of Contract:	Permanent

Do you want to join a growing customer-focused team in a lively, vibrant cultural venue?

2022 is shaping up to be an exciting year for Hampshire Cultural Trust!

In the Spring we will re-launch the Winchester Discover Centre as the city's premier centre for Arts & Culture. This exciting new venue will home two art galleries, a large live performance hall, a varied programme of community projects, a new state of the art digital lab and a welcoming café space. To deliver a first-rate visitor experience, we are seeking customer focussed people to enhance and expand the Destination Winchester team.

Working as a Visitor Experience Assistant has lots of variety! Whether welcoming visitors and selling tickets, upselling in our shop, supporting our café team, or setting up our spaces for performances and workshops, you'll play a vital part in making sure that everyone has a perfect visit. You will also work with HCC Library staff to ensure delivery of excellent customer service across shared spaces within the building.

We have both full time and part time opportunities are available and we are looking for people who can work regularly during weekends and evenings and who may have the flexibility to pick up additional hours if needed.

To get us ready to launch there are opportunities to join the Milestones Museum team in Basingstoke and provide much needed cover over December and January. At Milestones you'll receive excellent training and will be able to put this to use supporting the museum during their busy winter period.

A bit about you

You'll be a people person and will enjoy meeting new customers every day. Having previously worked in a fast-paced customer-led environment, you'll understand and value exceptional customer service. You'll be a great communicator and will love putting your excellent people skills to use to make every visitor feel valued and welcome. You'll be a supportive team player, always willing to jump in and lend a hand, but you'll also be happy to work on your own initiative when necessary.

And you'll have an interest, possibly even a passion, for all things arts and culture.

What it's like to work for us



At Hampshire Cultural Trust we have a vision to create inspirational culture experiences that enrich and transform lives. We manage and support 23 attractions across Hampshire and deliver county-wide outreach programmes that bring great culture to local communities. We also deliver a diverse range of wider social impact initiatives targeted at those who are most vulnerable or disadvantaged and who would not usually have access to arts and culture.

We are committed to promoting equality and diversity and a culture that actively values difference. We recognise people from different backgrounds and experiences bring valuable insights to the workplace and enhance the way we perform and work. Our levels of employee engagement are high and our organisational culture positive.

The benefits of working for us

- 25 days annual leave (pro-rated for part time working)
- Pension
- Life Assurance
- Cycle to Work Scheme
- Health Cash Plan
- Employee Support Programme
- Opportunities to learn, develop and progress
- Team Card - Free access in our fee-paying venues and discounts across café and retail.

To apply please forward a copy of your CV together with a cover letter explaining why you would excel in this role to recruitment@hampshireculturaltrust.org.uk. Please note applications without a cover may not be considered.

Closing date for applications:

Interview date: TBC

To find out more about us visit our website www.hampshireculture.org.uk