

Vacancy Summary

Job Title:	Visitor Services Assistant
Salary:	£7,252.80 per annum (FTE £18,132 p.a.)
Location:	Westbury Manor Museum, Fareham
Hours:	14.8 per week (weekends)
Type of Contract:	Permanent

Is excellent customer service your passion?

As Visitor Services Assistant you'll be part of a committed, supportive team.

You will provide excellent customer service ensuring that the [Westbury Manor Museum](#), café and shop are friendly and welcoming spaces. You'll take a lead on in the café, ensuring that we have a ready supply of cakes and are following the required safety standards. You will lead our operational volunteer team, with a supportive and caring approach. Working with the Venue Manager assist in the planning and delivery of museum events and support the delivery of the venue plan to meet key commercial objectives.

We are looking for people who would like to work over the weekends, taking responsibility for opening up in the mornings and for ensuring the site is secure at the end of the day.

A bit about you

You'll understand the value of exceptional customer service! You'll bring experience of working in team and within a customer service environment, with a strong focus on best practice and health and safety. You will have an organised approach and experience of working with Microsoft Office Applications. Our culture is caring and collaborative so your ability to build relationships with team members, volunteers and the general public will be critical.

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 people@hampshireculturaltrust.org.uk. Please note applications without a cover will not be considered.

Closing date for applications: 9 May 2021
Interview date: 20 May 2021