

Vacancy Summary

Job Title:	Team Member – General
Salary:	£18,585 per annum
Location:	Milestones Museum and Basing House, Basingstoke
Hours:	Part-time hours available, weekend working essential
Type of Contract:	Permanent

Would you enjoy making sure all of our visitors have an excellent day out?

As a Team Member at Milestones and Basing House, you'll have the opportunity to work across a wide range of Front of House disciplines. Whether welcoming visitors, promoting our retail range in the gift shop, or serving in one of our catering outlets, you'll be the main point of contact for our visitors throughout their time in our venues.

You will be responsible for upholding the highest front of house standards, consistently providing excellent customer service and ensuring our venues are presented in their best possible light. You'll need to closely follow various instructions and procedures, to make sure tasks are carried out correctly and that our venues are safe spaces for our visitors to spend time in.

A bit about you

You will have experience working in a fast-paced, customer-lead environment, where you will have thrived interacting with new people every day. A confident verbal communicator, you will excel at making others feel welcome and valued. You will have a strong drive to make the visitor experience at Milestones and Basing House the best it can be, appreciating the expectation placed on us to ensure each and every visitor has a great day out!

You will be happy to work regularly during the weekend, ideally having the flexibility to pick up additional hours when available. You'll be a supportive team player, always willing to jump in and lend a hand, but also happy to work on your own initiative when necessary. You might even know a little about history yourself and be keen to pass your knowledge onto others in an engaging way. Oh... and you will enjoy dressing up!

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: 27 June 2021

Interview date: 2 July 2021

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