TRUSTEES OF THE CHATSWORTH SETTLEMENT & CHATSWORTH HOUSE TRUST

JOB DESCRIPTION

Job Title: Visitor Welcome Assistant
Accountable To: Senior Supervisor Visitor Experience Team

Purpose of post:
• To provide a positive and friendly welcome to visitors to Chatsworth.
• To actively promote the sale of tickets, Gift Aid and guide books.
• To maintain constant vigilance and awareness in order to provide safety and security to the house, garden, their contents and the people within them.

Main duties and responsibilities:
• To provide an enthusiastic and warm welcome to all visitors.
• To provide advice on the ticket types available and complete transactions efficiently and quickly.
• To actively promote Gift Aid and guide books to visitors and to deliver personal and team targets for these.
• To operate electronic tills based in the House, Garden, Farmyard & Adventure Playground, Coach Reception and Car Parks as required.
• To be responsible for balancing and cashing up tills at the end of the day or when required.
• To engage with visitors and welcome and respond to them as individuals, providing information as requested.
• To maintain a polite and courteous manner at all times.
• To understand all emergency procedures in order to assist in an appropriate manner at all times.
• To maintain constant vigilance and awareness in order to provide safety and security, reporting any problems or concerns immediately.
• To ensure the safety and well-being of visitors to Chatsworth at all times.
• To continually develop knowledge of the House, the Cavendish family, the Estate and current and forthcoming events.
• To be prepared to work in other areas within the Visitor route.
• To attend relevant training as required.
This is a description of your duties and responsibilities at the present time, however, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

**Personal skills and abilities:**
- Previous experience of delivering excellent customer service.
- An awareness of visitor’s differing needs and interests, and the variety of ways in which they learn.
- A full understanding and awareness of the importance of safety and security at Chatsworth.
- The ability to think and act clearly and logically in the event of an emergency.
- Able to work well under pressure.
- Excellent oral communications skills.
- A flexible approach to work and ability to work well within a team, supporting colleagues.
- Polite, friendly and courteous attitude.
- Basic IT Skills.
- Good numeric skills.
- Experience of cash handling and till work
- An awareness of the need to maintain confidentiality and discretion
- Enthusiasm and passion for Chatsworth, history, historic houses and heritage and learning
- Reliability and availability to work within core business times
- Willing to undertake a Basic DBS Disclosure