

Job Description / Person Specification

Job Title:	Visitor Services Host
Service/ Department:	Buxton Crescent Heritage Trust (Charitable Organisation)
Salary:	£8.72 per hour Various contracts available including: Casual hour post 14 hours per week (weekends only) 28 hours per week (daytime including weekends) Contracted hours to be fixed until 31 January 2021 (Normal working day is 7 hours starting 9.45, 10.15 and 10.45 dependent on shift and opening times)

This is an exciting opportunity to be part of The Buxton Crescent Visitor Experience's new team of staff dedicated to delivering exceptional encounters for our visitors. As a key part of one of the most important heritage restoration projects in the UK, Buxton's newest attraction will showcase the story of the Buxton Crescent, the town, and its famous water to a wide and diverse audience. We are in search of hosts with warm smiles (even with face coverings on!) a welcoming manner, and a passion for sharing the fascinating heritage of Buxton. Training will be given, so you don't need to be an expert historian to apply. More important is that you are a friendly and approachable team player who is keen to welcome visitors from Buxton and beyond.

You'll be an ambassador for the trust, the building, the town and its stories. We anticipate that the role will grow in time, will be flexible, and can fit in with other part time work or commitments.

The Buxton Crescent Heritage Trust also delivers a modern tourism hub in the Pump Room, which provides High Peak Borough Council's visitor information services, delivers interpretation and provides water from Pump Room water source, sells retail items, admission tickets for the Visitor Experience and provides a 'front of house' service for the Trust. As part of this role, you may be required to work across both venues to support the team in the delivery of general services.

Job Duties

Working as A Visitor Host in the Crescent Visitor Experience:

- To consistently provide customers with an outstanding customer service as part of the delivery of the Trusts aims and ethos.
- To provide a warm welcome, information, guidance and assistance to visitors as they explore the BCVE.
- To ensure visitors are supported to enjoy a safe, inclusive, and covid-secure visit, including regular cleaning of equipment and the visitor route.
- To help with other day to day duties of the visitor services team both in the BCVE and the Pump Room.
- To act as the Heritage Trust's 'front of house' service, providing an exemplary welcome and encouraging sale of admission tickets, events, and memberships.

Working as a Visitor Services Officer in the Pump Room (Occasional):

- To provide accurate information and orientation on the High Peak Borough Council area, the Peak District and to all visitors using the services provided by the Buxton Crescent Heritage Trust.
- To support colleagues and visitors to ensure COVID-19 and social distancing measures are met at all times.
- To be familiar with publications, reference material, information leaflets and relevant websites.
- To develop a good working knowledge of the history of The Buxton Crescent, Buxton, it's Water and the Peak District.
- To actively promote and up-sell the High Peak Borough Council area, Peak District and the services provided the Trust to visitors using the Pump Room.
- To effectively cash-up, record and bank all monies received through the sale of goods, services or events.
- To attend team meetings and training as and when required.
- If agreed, to act as Duty Officer for the Pump Room and Visitor Experience as and when required and be diligent in ensuring the health and safety of all staff, visitors and volunteers in the Pump Room and Heritage Experience.
- To report maintenance issues and defects when needed as part of the daily inspection regime.
- Working with visitor services staff, volunteers and the management team to ensure the proper implication of health and safety policies, emergency plans, risk assessments and evacuation procedures.
- To fulfil general cleaning duties and ensure the venue is sanitized and well presented at all times.

General duties

- To comply with, and promote, both Trust's 'Equalities and Diversity Policy and Safeguarding Policy'.
- To ensure confidentiality at all times in all matters relating to the work of the Trust and delivery of the tourist information service.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with written arrangements for health and safety and any safe systems of work identified by risk assessments.
- To support the Trust's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources
- To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues.
- To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Trust's policies and guidelines re GDPR and to undertake any necessary training.

The work may require attendance at times other than during normal opening hours (9.30 to 17.30 peak season). The hours including working weekends and on Bank Holidays to support a flexible rota. This is an integral part of the job and will not attract additional payment. Where more than an average 37 hours week is worked, time off in lieu will be granted as workload permits.

Person Specification

Experience/Knowledge/Skills

- Experience and understanding of delivering exceptional customer service (Essential)
- Experience of working in tourism, visitor attractions or tour guiding (Desirable)
- Dealing with a wide range of enquiries and prioritising competing needs in a busy customer environment (Desirable)
- Knowledge of the local area and our heritage (Desirable)
- Working as part of a small team and on own initiative (Essential)
- Good general IT skills (Desirable)
- Retail Experience (Desirable)

Personal Qualities (All Essential)

- Excellent interpersonal and customer services skills with the ability to communicate effectively with a diverse range of people establishing and maintaining effective working relationships
- Ability to demonstrate a methodical, organised and flexible approach to work.
- Effective listening, verbal and written communication skills.

Annual Leave:

25 days per annum pro rata and statutory bank holidays for contracted hours post and holiday pay will be made for casual posts as accrued.

Equal Opportunities:

The BCHT fully supports the terms of The Equality Act 2010. We are an equal opportunities employer and do not discriminate on any grounds. We want a diverse workforce which reflects our community and welcome applications from everyone regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity and marital or civil partnership status.

If you have a disability and demonstrate that you fulfil the person specification criteria for the role on your application form, you will be invited for an interview. If you feel that you could carry out this post with some adjustments, please let us know. If you require particular arrangements made for interview etc. (e.g. signing, access), please let us know.

How to Apply:

Application is by curriculum vitae (CV) setting out details of your qualifications and experience to date.

Your CV must be accompanied by a letter of application (maximum 1 side of A4) setting out the qualities you feel you can bring to the job role and how you meet the requirements of the person specification. Applications should be sent by e-mail to: lcross@buxtoncrescenttrust.org

Applications will be accepted for these posts on a rolling basis. If your application is successful Interviews will be arranged as soon as possible via video conferencing – Zoom, Microsoft Teams, Facebook Messenger or similar. Start date and training will be as soon as possible following selection. We are keen to find candidates who are available for an immediate start.

Please see the Trust's Privacy Policy on the Trust's website www.buxtoncrescentexperience.com to find out how we will look after your data.



The Buxton Crescent Heritage Trust is a company limited by guarantee, registered in England and Wales. Company registration number: 09881148. Registered Charity in England and Wales number: 1178526. Registered Office: Buxton Town Hall, Buxton, Derbyshire, SK17 6EL.