



Job Title: Visitor Experience Supervisor (Park)
Department: Visitor Experience
Type of Contract: Fixed Term (Present – January 6th 2019)
Responsible to: Visitor Experience Manager(s)
Hours: 5 days over 7 to include weekends (40 hours per week)
Salary: £17,680 pa pro-rata

ABOUT HAREWOOD

The Harewood House Trust is an independent charitable trust which manages and maintains Harewood House and its immediate grounds, by opening to the public as a visitor attraction and events venue and attracting many thousands of visitors a year.

Harewood House is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts. It is an accredited museum and nationally designated collection and is the family seat of the Earl and Countess of Harewood. Set in extensive grounds, Harewood has award winning gardens and a renowned Bird Garden.

As an educational charitable trust, Harewood's key objectives are:

- To preserve for the benefit of the public the House, Gardens and Collections
- To promote the study and appreciation of the arts and sciences
- To provide facilities for recreation

Alongside the care, conservation and interpretation of the core collections, Harewood runs a series of innovative exhibitions of contemporary as well as historic art.

Harewood House Trust is a non-profit making organisation. All income from admissions, events, membership, private hire and other activity is re-invested back into the Trust to ensure its future sustainability.

Further information about Harewood and its programme of events can be found on the website www.harewood.org

About the Role

A superb opportunity has arisen for a full time Visitor Experience Supervisor at Harewood House Trust.

The successful candidate will work closely with the Visitor Experience Manager and will be responsible for the duty management of the park on a daily basis, including the development and delivery of excellent customer care standards and welcome throughout the property leading to repeat visits and recommendations. You will act as the Visitors' Champion, supervising all areas used by Harewood's visitors on a day to day basis, to ensure high standards are consistently maintained. The Park Supervisor will enjoy an extremely varied role, which will involve liaison across departments to ensure the efficient running of all visitor areas; supervision and mentoring of the Visitor Experience team and volunteers; maximising sales of tickets, Gift Aid, Membership and Group Bookings and working closely with the Marketing team to ensure marketing materials are distributed effectively. Furthermore, alongside the Visitor Experience Manager you will hold responsibility for ensuring Health and Safety regulations are observed across the site and for responding to, with the aim to resolve, all enquiries involving visitors on site.

About You

You will be service-driven and enjoy working on the front line, in a fast paced environment, engaging with visitors and at times dealing with pressured situations. You will have a passion for excellent customer care and have a drive to exceed expectations.

To be successful in this role, you will need to have:

- Working knowledge and at least 1 years' experience of the UK Heritage and Leisure sector is preferable;
- Proven sales experience to maximise income generation and the ability lead the team to succeed their sales targets;
- Proven communication skills and team leader experience, with the ability to successfully supervise a team of staff and volunteers;
- Experience in a customer care environment with a positive, enthusiastic, and 'can do' attitude;
- Flexible attitude to working patterns with the availability to work most weekends, all Bank Holidays and Special Events Days essential
- Confident IT skills, numeric ability and cash handling
- Full Clean UK Driving Licence.

It is desirable that you also have:

- First Aid training
- Working knowledge of a charitable trust

Key Result Areas:

Daily Operations

- Ensure that all visitor locations are open and operational at the start of each day according to published times
- Ensure the highest standards of visitor welcome and customer service including being the first point of contact for all enquiries & complaints
- Be the main point of contact for visitors during their visit
- Ensure that all visitor facilities, from restaurant & shop to visitor reception and toilets are well presented, clean and visitor focused and open as per the advertised opening times. Completing regular daily checks to ensure they are maintained as such.
- Acquire a good knowledge of the property and wider estate as a conservation and learning charity so as to ensure all visitors receive an appropriate welcome and are provided with accurate and positive information
- Greet all pre-booked groups ensuring they receive the information and assistance they need for their visit and ensure smooth transition between any catering/tour requirements
- Deal with any issues that may arise during the day with support from the VEM's and/or the relevant department
- Ensure that all monies are reconciled & recorded and that Visitor Information/Reception locations are secured at the end of each day
- Assist with membership and group visit enquiries daily as needed

Fire, Safety & Security

- To be aware of, and constantly vigilant to, the risks of fire, theft and flood and at all times observe the current instructions of fire & security issued by Harewood House Trust
- To be familiar with the emergency procedures on site
- To be trained in First Aid. Ensuring all kits are in place and fully stocked

If the role of Park Supervisor sounds exciting to you and you are confident that you can demonstrate the essential skills listed above please apply with your CV and covering letter stating how your experience and qualifications meet the requirements of this post to park.supervisor@harewood.org

We look forward to hearing from you!

Closing date for applications: Friday 14th September 2018

Interviews Anticipated: Week commencing 17th September 2018