



<b>Post Title:</b>	Visitor Experience Assistant
<b>Grade:</b>	£19,000
<b>Reporting to:</b>	Visitor Experience Manager
<b>Working hours:</b>	Full Time 37.5 hours per week (Tuesday to Saturday)
<b>Job Purpose:</b>	To work with the Visitor Experience Manager and Mill Team to deliver the visitor experience, events, digital programme and marketing

## KEY ACCOUNTABILITIES

You will help deliver the day-to-day operations of the visitor experience at Whitchurch Silk Mill, a thriving living museum that weaves silk and delights all who visit, volunteer and work at the Mill. We aspire to be a Centre for heritage silk weaving with a national reputation.

You will enable a wide range of people to have a delightful experience through high-quality presentations, events, exhibitions, communications, digital engagement, and interpretation. You will work with other staff and volunteers to deliver this outstanding experience and grow our reputation.

You will work with the Visitor Experience Manager and wider Mill Team to deliver our visitor experience and communications plan.

## WHAT YOU WILL DELIVER

1. You will help us delight every visitor to the Mill by delivering visitor engagement, events, exhibitions, and activities across the site and producing digital resources.
2. Delivering informal and formal activities and sessions for our key audiences, that may be delivered on-site and off-site.
3. Maintaining partnerships, joint working and links with community groups and organisations.
4. Helping to deliver the Mill's marketing, digital and communications to increase visitor numbers and spread the Mill's reputation, and supporting growth across the Mill, including weaving, fundraising, membership, retail and catering.
5. Supervising and planning the work of small teams of volunteers and work placements.

**You will be a key part of and help deliver the Mill’s objectives and Business Plan by**

- 6. maximizing income from admissions, events, and membership to help preserve living weaving heritage at the Mill.
- 7. striving to be environmentally friendly, efficient, and cost-effective in all the work you do, the activities you prepare and the services you provide.
- 8. helping to create a place that delights every visitor and member of the Mill Team by being supportive, enthusiastic, and optimistic.
- 9. assisting with the day-to-day Mill visitor operations. This is a hands-on operational role that will include giving guided tours, leading activities, demonstrating, engaging with visitors, giving presentations and duty management.
- 10. Being responsible for delegated areas of the events and marketing budgets.
- 11. evaluating your work and providing reports as required.

**Corporate & statutory initiatives**

You must understand and comply with all Whitchurch Silk Mill procedures and policies and follow Trust policies in the Team handbook.

You will be committed to health and safety and ensure familiarity with all of Whitchurch Silk Mill’s health and safety policies and procedures.

You will promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity.

With a small, flexible workforce there may be the need to redeploy staff as needs require for operational effectiveness.

The successful candidate will have the following:

		<b>Essential</b>	<b>Desirable</b>	<b>Application form / interview / demonstration</b>
	<b>Qualifications</b>			
1.	Good educational qualifications preferably to tertiary level (or equivalent relevant experience)	√		Application form/certificate of qualification
	<b>Experience</b>			
1.	Experience of visitor or customer service operations, ideally in heritage, culture, arts, leisure and hospitality, or a visitor attraction	√		Application form/interview
2.	Experience in reviewing feedback/data, research and report writing		√	Application form/interview

3.	Experience in helping to plan and organise events, activities, and programmes	√		Application form/interview
4.	Experience in helping people get the most out of an experience or service	√		Application form/interview
5.	Enabling good working relationships in a team	√		Application form/interview
6.	Experience of working with volunteers or others		√	Application form/interview
7.	Partnership working and networking with other providers, contractors or organisations		√	Application form/interview
<b>Skills</b>				
1.	Creative individual	√		Interview
2.	Well organised and able to work on own initiative and with minimum supervision	√		Interview/reference
3.	Good communication skills and digital skill	√		Practical demonstration
4.	Good people skills	√		Interview
5.	An interest in developing skills in presentations and guided tours	√		Practical demonstration
<b>Knowledge</b>				
1.	Understanding of diversity and equal opportunities	√		Interview
2.	Understanding of safeguarding and its importance to our work	√		Interview
3.	Good IT skills (Microsoft Office)	√		Application form/ Interview
<b>Other</b>				
1.	Demonstrates empathy for the vision, mission and values of Whitchurch Silk Mill Trust and the Mill Team culture	√		Interview
2.	Suitable to work with children, young people and vulnerable adults.	√		Interview
3.	Clean driving licence essential	√		Application form
4.	Flexible working whenever possible	√		Interview
5.	Willingness to travel to deliver outreach and attend external events.	√		Interview
6.	The candidate will undergo enhanced DBS clearance	√		Interview
7.	Access to a car for business use		√	Interview