

## Visitor Experience Assistant and Tour Guide

<b>Job Title:</b>	<b>Visitor Experience Assistant and Tour Guide</b>
<b>Reports to:</b>	<b>Visitor Experience Manager and Tours Manager</b>
<b>Salary:</b>	<b>£10.88</b>
<b>Hours:</b>	<b>Hours will include weekdays, regular weekends (3 out of 4 on rota'd basis), bank holidays, and occasional evening work</b>
<b>Contract:</b>	<b>Zero hours</b>

### Overall purpose of the post

To ensure the smooth running of the day to day, on site visitor experience at Bath Abbey by delivering a 5-star service including delivering high-quality guided tours of the Abbey and the Tower.

### Background

The Abbey is going through a significant period of development. We are bringing our visitor facilities fully up to date, developing a new visitor experience and enhancing our education offer by developing formal and informal learning. Our facilities and activities will also be more accessible to residents from other areas and demographics in the city, those wishing to volunteer with us and / or those wishing to be part of the Abbey community. We are looking for someone with vision and imagination to be part of our team, someone able to give attention to detail in order to ensure a high-quality visitor experience and someone able to draw on past experience, best practice and innovation to help us deliver on our aspirations and vision.

We are committed to treating our whole community with dignity and respect. We desire to represent diverse identities within our community whether this be by race, culture, religion, sexual orientation, gender, disability, or social background of each person to ensure that they fulfil their potential within a proactive caring and loving environment.

### Job Description

The scope of the job is:

### Key Responsibilities

Provide a consistently warm, professional, and efficient welcome at the Abbey's entrance and support the volunteer team to do the same.



During busy periods ensure queues to the Abbey and Discovery Centre are efficiently managed.

Sell tickets and receive donations from visitors using the till system (currently MStore).

Up sell add on items such as audio guides and gift shop stock using the till system.

Follow the Abbey's money handling procedures.

Deliver high-quality and engaging tours of the Abbey, including the Tower, to visitors, sharing the Abbey's story and mission.

Ensure the entrance, Abbey floor, Tower and exterior of the Abbey are welcoming, safe, clean, and tidy at all times and that any leaflets, posters and other literature is relevant, well stocked and in date. Report or escalate any defects or issues that you are not able to make good.

Deliver high-quality engaging tours of the Abbey Floor and Tower to visitors (including groups and private visits) of varying age ranges and group sizes.

Respond to visitor feedback in a professional and timely manner, escalating as necessary.

Support the Operations Team in ensuring the safety and security of the Abbey and its visitors by acting as the eyes and ears on the ground and reporting any concerns to the Operations Team immediately.

Ensure the smooth entry of groups to the Abbey.

Communicate and work with other departments to ensure visitor facing events run smoothly.

Support the shop team in the day-to-day retail operation as required.

## **Other**

Attend relevant training and meetings as directed by the Visitor Experience Management Team.

From time to time, you may be asked by the Visitor Experience Management Team to complete additional tasks which support the Abbey's mission in line with your level of responsibility and pay.

Adhere to all Bath Abbey policies and procedures.



## Person Specification

### Essential

- Exceptional customer service skills
- Experience working in a busy customer focused environment
- A proven ability to handle demanding and difficult situations with the public, in a calm and confident manner
- A flexible, visitor focused approach
- Confidence to engage groups of visitors during tours
- Clear and effective communication skills, including the ability to articulate information to all visitors in a meaningful and interesting way
- Attention to detail, especially with regards to health and safety
- Existing knowledge of, or a willingness to learn about, the history of the Abbey and its role as a working church
- Able to work on your own initiative with support from the Visitor Experience Management Team
- Able to work as part of a team
- A good level of fitness (Tower Tours go up a large number of steps multiple times a day)
- Willingness to work flexible hours, including regular weekends and evenings
- Previous cash handling/till reconciliation experience

### Desirable

- Experience working in a public facing role at a visitor attraction
- A working knowledge of front of house ticketing systems
- Experience of working with volunteers
- First aid certificate
- Knowledge of good health and safety practice

### Special Requirements

- The candidate will be required to submit to an enhanced DBS clearance check
- Completion of Church of England Safeguarding Course (if successful)

### Application

To submit an application please send a full CV and covering letter of no more than one A4 page which explains why you are a suitable candidate. Please include the details of two references. References will only be taken up once an offer has been made.

Please send your CV and letter to Natalie Cox-Mullings, Human Resources Officer at [ncox-mullings@bathabbey.org](mailto:ncox-mullings@bathabbey.org)

**Deadline for applications: Friday 14 April 2023**

