



JOB TITLE: **Administrative Assistant**

RESPONSIBLE TO: **Sales Manager + Assistant Sales & Technical Operations Manager**

ROLE SUMMARY

The role involves responding promptly and efficiently to general visitor inquiries for Alnwick Castle via email and telephone, ensuring excellent customer service. It also includes acquiring and developing a strong knowledge of the castle's attractions, history and visitor facilities to provide accurate and helpful information. You will also provide lunch cover to the admissions team and perform general office administrative tasks to ensure smooth operations.

MAIN DUTIES AND RESPONSIBILITIES

Customer Service and Presentation:

Providing excellent customer service as you are the first point of contact for visitors and ensuring they have a positive experience through efficient, friendly and helpful responses. Be knowledgeable about Alnwick Castle's products, events, services, ticket prices, promotions, and visitor facilities and addressing visitor feedback and complaints, reporting them to the line manager.

Communication and Data Entry:

Working with the wider team to stay updated with developments from Alnwick Castle and Northumberland Estates. Collaborating with The Alnwick Garden admissions team for combined attraction activities. You will also support the booking team with group booking enquiries, managing reservations, and sending confirmations using our booking platform. You will also be required to assist with data entry and generating basic reports, with great attention to detail.

Safety and Welfare:

Alnwick Castle is committed to providing safe and healthy working conditions, equipment and practices for all staff. We are also responsible for the welfare of others, including visitors. You will participate in fire training, assist in emergency procedures, and take on a role in case of an evacuation. If trained in First Aid, assist with medical emergencies during operating hours.

General

A knowledge of, and compliance with, general procedures in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the Castle Staff Handbook. In addition, you will be prepared to undertake any other tasks and duties reasonably required by Line Managers, Alnwick Castle Managers and Northumberland Estates. You may have the opportunity to work in other departments at the castle should there be a requirement. You must be flexible, reliable and punctual.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Training, Experience and Qualifications	
<ul style="list-style-type: none"> - Experience of visitor care, or similar equivalent - Experience of working as part of a team - A good standard of numeracy and literacy 	<ul style="list-style-type: none"> - Experience operating an EPOS till system, or similar equivalent - Administrative experience, whether telephone or email based
Knowledge, Skills and Abilities	
<ul style="list-style-type: none"> - Ability to demonstrate an understanding of the principles of excellent customer care and visitor service - General awareness of Health and Safety and security issues - Good knowledge Microsoft Office - Accurate data entry skills 	<ul style="list-style-type: none"> - General knowledge of other local amenities and attractions around Northumberland - Skill in communicating information to a wide staff base
Interpersonal Skills	
<ul style="list-style-type: none"> - Ability to sustain excellent face to face communication skills, for building good customer and staff relations - Polite and friendly telephone manner - Ability and willingness to work with a diverse range of visitors and colleagues - Ability to work alone or as part of a team - Neat and tidy personal appearance - Reliability and punctuality - Ability to work calmly under pressure - A flexible and adaptable approach to a range of duties and tasks - Able to handle potentially sensitive issues with discretion 	<ul style="list-style-type: none"> - Ability to identify opportunities to up-sell additional products from across the business - Ability to quickly and efficiently communicate with heads of department and senior management
Particular Circumstances to Consider	
<ul style="list-style-type: none"> - Ability/availability to be rostered to work weekends and bank holidays - Be prepared to be flexible in working hour patterns 	
Physical /Health Requirements (site specific)	
<ul style="list-style-type: none"> - If appointed, you must be able to access all public areas of the site, which may include stairwells, confined spaces, heights or places with low lighting. - Work may involve some heavy lifting of objects within published health and safety guidelines on manual handling. 	

Rates of pay will be shared at interview