



JOB TITLE: Visitor Services Assistant and Admissions Till Operator

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

ROLE SUMMARY

The role involves offering a warm welcome to all visitors at Alnwick Castle. You will acquire and develop a strong knowledge of the castle's attractions, history, programme of events and visitor facilities to provide accurate and helpful information. The team manage all visitor entry points, sell and check admission tickets and are the first and last point of contact with members of the public so creating a lasting impression of their visit and contributing to a memorable experience.

MAIN DUTIES AND RESPONSIBILITIES

Customer Service and Presentation

Providing excellent customer to 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. The admissions team play a key role in ensuring that the site is presentable and ready to open at 10am. You must be able to demonstrate that you can work as part of a team, as well as being able to work on your own.

Ticket Sales and Entry

The role involves becoming fully trained on the EPOS system and ticket structures to sell tickets at the castle's admissions points. You will also be responsible for upselling products and advising visitors on their choices. Additionally, you'll check advance tickets at the entry gates, answer visitor queries, and provide additional assistance when needed. Confidence in interacting with people is essential.

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 will be required, 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 Alnwick Castle or 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 - Cash handling experience
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 	<ul style="list-style-type: none"> - Good knowledge Microsoft Office - General knowledge of other local amenities and attractions around Northumberland
Interpersonal Skills	
<ul style="list-style-type: none"> - Ability to sustain excellent face to face communication skills, for building and maintaining good customer and staff relations - 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
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 - To wear and maintain uniform, as provided by Alnwick Castle, to an immaculate standard 	
Physical /Health Requirements (site specific)	
<ul style="list-style-type: none"> - Standing outside for long periods necessary. 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