

Job Description

Operations Assistant – Highcliffe Castle

Role Profile Business Support E

Service/Team Destination and Culture

Reports to _ Visitor Engagement and Experience Officer– Highcliffe Castle

Responsible for NA

Number of posts _ 2 + casual

Post number TBC

Career Grade Band E

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring Highcliffe Castle and the associated facilities and grounds maintains and develops its offer as a heritage and events venue

Job Overview

To support the Visitor Engagement and Experience Officer and wider operational team to develop, deliver and promote the facilities & services at Highcliffe Castle in line with the Business Plan, Management Plan, Heritage Lottery Fund bid targets and action plan and the Council strategies and policies.

To support the operational team to deliver a captivating visitor engagement plan and support the visitor experience.

To be part of the operational team at Highcliffe Castle, building positive relationships with staff, stakeholders, partners, service providers and customers.

Key Responsibilities

- Support the Visitor Engagement and Experience Officer with developing and delivering an engaging visitor experience throughout the whole visitor journey within Highcliffe Castle and grounds
- Assist with supporting volunteers and delivering inductions and training for new volunteers and staff
- To assist in all aspects of the Castle's daily operation in the gift shop and front of house to support the visitor experience. This will include opening up the gift shop, reception, and exhibition rooms, covering shifts/breaks in the gift shop and reception and restocking the gift shop
- To be responsible for cash in the tills whilst on duty, and to operate cashing-up procedures ensuring that all banking is correct, and to report any discrepancies to the Operations Manager
- Responsibility for the maintenance of the Season Ticket database and the administration associated with renewals and issue of new memberships
- Work closely with the commercial and function teams, ensuring that all aspects of the visitor experience are closely considered, in conjunction with the other elements of the Castle's operation, to support the development of commercial activities
- Support the Highcliffe Castle team with delivery of functions and events within Highcliffe Castle and grounds

- Develop and maintain relationships with suppliers and agencies who support the operations within Highcliffe Castle
- Assist with the collection and analysing of data to support the business to develop its service
- To undertake routine inspections/checks as required and trained to perform, taking remedial action to repair any defects, or if repair not possible, report them to a line manager
- Assist with the management of communications and promotions including printed material, websites and social media.
- Process invoices to ensure all income and expenditure is processed in a timely manner
- Respond to telephone and written enquiries, giving appropriate information and advice or referring the enquiry to the appropriate member of staff
- Respond to complaints and compliments in relation to Highcliffe Castle

Specific Qualifications and Experience

- NVQ 3 or equivalent experience
- Marketing & communications experience
- Experience of delivering operational activities within an historic indoor setting and within public grounds and the complexities of these being used for various purposes
- Experience of delivering creative solutions to a range of problems.
- Willingness and desire to increase knowledge of the Castles activities
- Experience of financial and administrative systems
- Related Health & Safety knowledge and safe working practices.
- IT skills in Word, Outlook and Power Point.
- Complaint handing skills

Personal Qualities & Attributes

- Organised and efficient with attention to detail.
- High level of resilience and clam under pressure
- Literacy and numeracy skills
- Strategic thinker and effective decision maker

Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.