

PITZHANGER

MANOR & GALLERY

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Visitor Experience Assistant

Department Commercial & Operations

Reports to Visitor Experience Manager, Pitzhanger Manor & Gallery Trust (PMGT)

Hours of work 20 hours per week, part-time

Salary £13.15 per hour (London Living Wage)

Pitzhanger Manor is the Grade 1 listed 'country' house of Sir John Soane, designed and built by Soane 1800-1804 in what was then rural Ealing, West London. Pitzhanger reopened to the public in 2019 following a £12m HLF and ACE-supported building project to restore Soane's original design and upgrade the adjacent Gallery so it can stage ambitious and challenging contemporary exhibitions. The conservation and the inaugural exhibition of mirror sculptures by Anish Kapoor have both received widespread praise and very positive reviews in the press and attracted large visitor numbers. The team now needs to build on this initial impact, set new targets and develop new and wider audiences.

Job Description

Visitor Experience Assistants are the public face of Pitzhanger Manor and Gallery. You'll provide a warm, friendly welcome to everyone who walks through our doors. You'll ensure that every one of our visitors has an enjoyable and memorable time engaging with both the Manor and Gallery providing information about Pitzhanger, the exhibition and Sir John Soane.

In addition to a quality visitor experience the department is responsible for generating income and profit for Pitzhanger; delivering a retail product range that is unique, relevant and inspiring; providing excellent customer service and visitor welcome and the department also acts as an ambassador for the Pitzhanger Manor and Gallery brand and values.

We are looking for interested, driven and helpful people to form our friendly and dedicated visitor experience team! We are incredibly excited to be sharing Pitzhanger with the public, and we have an ambitious plan for upcoming exhibitions and public programs.

You need to be approachable and friendly and a great problem solver. You will have excellent customer care and commercial experience in a heritage, cultural or visitor attraction setting. We are looking for motivated people to help create an unforgettable day out for every one of our visitors. Your role will be varied; from bringing the house to life as a room warden, welcoming and guiding visitors at the information desk, selling guidebooks,

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memberships, Gift Aid and merchandise from the shop as well as ensuring that every room is kept neat and tidy. You will be responsible for your assigned area of the site, to ensure that the highest standards are maintained, and help guide our volunteers who will be stationed in your area and you will also be responsible for cash holdings for the shop and information desk while stationed there.

From time to time you will be moved around the manor to be placed where business need is greatest.

Key Responsibilities and outcomes

- **Visitor Welcome and Information Desk**

To welcome and positively engage with every visitor to the manor and gallery, at any and every point of their visit, consistently delivering the highest standards of customer service at all times ensuring that visitors are orientated through the site to get the most out of their visit.

- To fully answer customer enquiries and deal with complaints in a calm, professional manner, calling on the support of the management team when appropriate
- To develop a strong knowledge of Pitzhanger and the local area in order to provide visitors with a professional and knowledgeable response to their enquiries and a memorable visit.
- To actively sell the Pitzhanger guidebook and related offers at the information desk and as an add-on sale in our shops.
- To use and develop an extensive knowledge of all of the available tickets and offers to provide the most suitable options for our visitors.
- To accurately record visitor numbers and profiles through the admissions tills, using correct payment methods paying careful attention to detail.
- To maximise revenue at admissions, promoting gift aid, donations and membership.

To actively promote and administer the membership scheme and to liaise with members of PMGT to ensure the sign up process is as efficient as possible.

Retail

- To operate the shop in the gallery and any pop up retail stands following the procedures issued by the Visitor Experience Manager at all times.
- To exceed all retail sales targets in the shop through proactive, positive interactions with our customers, excellent product knowledge and the up selling of linked items.
- To work towards, and take responsibility for achieving key performance indicator targets, including guidebook ratios, average transaction value and spend per visitor.
- To aid the Visitor Experience Manager and Deputy Visitor Experience Manager with ordering and processing stock, accurately inputting stock levels into the retail database as instructed.
- To take part in the preparation and delivery of stocktakes and stock checks.

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- To visual merchandise the shop so that our products are shown in an attractive way at all times.

- **Manor, Gallery and Security**

To give introductory room talks about the manor and gallery using information provided by PMGT as instructed about a range of topics- from history of the room, to Sir John Soane to visitors of the site.

- To supervise any volunteers working in the same area, referring to the Deputy Visitor Experience Manager as required.
- To comply with the Retail and Visitor Experience team dress code, taking pride in your appearance and personal representation as an ambassador for Pitzhanger Manor and Gallery
- To be responsible for the safety of visitors and staff and ensuring that fire and safety regulations are maintained
- To be responsible for the security of the manor and gallery and its objects when working to recognise the manor is a historic site of significant architectural importance and follow all guidelines to ensure casual damage does not occur.
- To carry out regular housekeeping and cleaning tasks to the required standards in order to ensure the safety and upkeep of the manor and gallery spaces.
- To take part in evacuation drills and to be responsible for helping to evacuate the manor and gallery if required.
- From time to time to assist at evening receptions in the manor and gallery to be agreed in advance with the Visitor Experience Assistant Manager.
- To collect keys, open the manor and gallery and to close down, set alarms and return keys according to procedures on occasion
- To follow all safety rules and instructions
- To perform regular building checks in order to report maintenance, cleaning and safety issues

This role will require an understanding and overview Pitzhanger's operational management policies and procedures including First Aid, Fire, Health and safety,

Working hours will include evenings (to be agreed in advance) and bank holidays, with predominantly weekend working. When the rota cannot be achieved through flexibility between weeks and time off in lieu, overtime will be payable. Rotas are given out for core working hours where possible, one month in advance.

How to Apply:

Please submit your CV and a covering letter no longer than 1 side of A4 outlining how your skills and experience match the essential and desirable criteria as outlined below. Please email your application to Jonathan Swain (Visitor Experience Manager) at jonathan.swain@pitzhanger.org.uk and Tariana Pestana (Visitor Experience Deputy Manager) at tariana.pestana@pitzhanger.org.uk

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Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria is detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed on your application form.

Deadline for applications is 29th March 2024.

Interviews will be held **first week of April 2024.**

We will endeavour to respond to all candidates, however if you have not heard from us after 3 weeks, we regret that your application has not been successful at this time.

We look forward to hearing from you and to building Pitzhanger's Visitor Experience Team at this exciting stage of reopening to the public!

Person Specification

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	Essential Criteria and Key Competencies	Assessment
1	Educated to GCSE Level A-C (Maths and English)	Application Form
2	Experience of working in a front of house heritage/retail/visitor attraction including cash handling	Application Form and Interview
3	Confidence and ability to proactively sell a range of products and experiences and exceed targets	Application Form and Interview
4	A can-do attitude willing to help with a range of tasks with fantastic problem solving skills	Application Form and Interview
5	A good level of visitor care skills with a visitor-first attitude.	Application Form and Interview
6	Able to anticipate different visitors' needs and tailor services to those needs - for example - an understanding of disability/diversity issues and learning styles.	Application Form and Interview
7	A friendly manner with the confidence to interact with visitors.	Application Form and Interview
8	Good written and spoken English, with the ability to convey accurate information about the site to visitors in a succinct and friendly manner.	Application Form and Interview
9	Reliable and trustworthy with the ability to use one's own initiative and operate as part of a team.	Application Form and Interview
10	Able to adapt to new or changing situations.	Application Form and Interview
11	Willingness to, support and converse about modern and contemporary art as well as the historic manor	Application Form and Interview
12	Smart presentation and a confident style.	Application Form and Interview
14	Excellent attention to detail	Application Form and Interview
	Desirable Criteria	
15	A good knowledge of the use of information technology, with experience of using MS Office or similar.	Application Form and Interview
16	Experience of working with volunteers	Application Form and Interview
17	Able to maintain a level of physical activity within the heritage site, which will involve the need to stand or walk for extended periods of time and to lift stock deliveries and move interpretation in accordance with manual handling policies	Application Form and Interview