

VISITOR EXPERIENCE APPRENTICE

Vinovium House, Bishop Auckland
Commercial Department
37.5 hours per week, 5 days in 7
Minimum wage for age
Temporary

Job Purpose

The Auckland Project (TAP) is seeking to appoint a Visitor Experience Assistant to deliver exceptional standards of customer service and visitor welcome at a specified attraction.

As part of the Commercial Department, this exciting role will be crucial to the day-to-day delivery of our visitor offer, engaging and inspiring our visitors through proactive interactions across our property from ticket sales and checks to interpreting our exhibitions and collections.

We require an enthusiastic, proactive and engaging individual to ensure that our visitors receive a truly world-class experience.

The position is an ideal opportunity for someone interested in a career in the tourism industry. The successful candidate will be able to develop their customer service skills and gain experience of welcoming visitors in a busy historical environment. The post will be based at any of The Auckland Project's attractions within Bishop Auckland.

Key deliverables and accountabilities

To welcome visitors in a warm and friendly manner, delivering excellent standards of customer care at all times

To staff the reception area, collect admission fees from visitors and issue tickets

To develop a knowledge of the history of our attractions and their collections and pass this on to visitors

To ensure the visitor space is maintained to the highest standard (safety, cleanliness, security)

To keep the volunteer team up to date with news and developments

To work front of house during events, ensuring they run smoothly and to time through set up/take down, attendee sign in and any other duties specific to the event type.

To undertake regular weekend and bank holiday duties

To comply with all TAP policies and procedures.

To work on a rota basis including regular weekend, bank holiday and occasional evening work. This role may be transferable to any venue in the TAP portfolio.

Internal relationships

Working hand in hand with the Visitor Experience Officer and other team members to deliver exceptional standards of visitor welcome.

To support Experience Team volunteers in their role of engaging with visitors.

Work collaboratively with other members of the Commercial Team to ensure that all income opportunities are maximised.

Requirements

A high standard of both written and oral English

Strength as a team player

Good organisational skills

Financial Skills, including the use of excel spreadsheets and working financial calculations

Good numerical skills

Experience of working with customers would be advantageous.

Personal qualities

Good organisational skills

Computer Literate

Time Management

Confident

Qualifications

Min 4 GSCE at A-C or equivalent including English and Maths

You will complete a L3 Business Administration Apprenticeship

Closing date: **Tuesday, 18 September 2018**

EQUAL OPPORTUNITIES

The Auckland Project is an equal opportunity employer regardless of race, colour, religion, creed, sex, marital status, national origin, disability, age, sexual orientation, political affiliation or belief. Employment decisions are made without consideration of these or any other factors that employers are prohibited by law from considering. Any discriminatory action can be a cause for disciplinary action.

The Auckland Project also prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request.

If you require assistance to complete your application or would like to inform us of anything we need to take into consideration during our shortlisting process, please contact us by email or by calling 01388 743750.