

ILKLEY MANOR HOUSE

Visitor Engagement Lead

Standard Working Hours: 10.30am – 4.30pm (6 hours per day) for 80 days per year worked on Saturdays and Sundays.

Some additional ad hoc hours may be requested which will be negotiated case by case.

Role could be a job share - splitting the weekend between two individuals or working alternate weekends.

Salary/Hourly Rate: £9.00 per hour rising to £9.50 per hour from 1st April 2022

Annual leave: pro rata to FTE entitlement of 5.6 weeks a year

Reports to: Operations Manager

Overall role description:

To welcome visitors to the Manor House and ensure their visit is engaging, safe and that they will leave wanting to return.

Key duties:

- Managing the house during the weekends when the Manor House is open
- To be responsible for locking and unlocking the Manor House on Saturdays and Sunday and going through the full opening and closing procedures
- To ensure all the equipment, heating and exhibition arrangements are ready for the public and volunteers' arrival
- To check that any volunteer stewards in the house over the weekend are fully briefed about the weekend and are ready to receive visitors
- To liaise with the Volunteer Coordinator and the Solar Gallery team to improve the running of the house and the volunteer experience
- To liaise with the Housekeeper and Operations Manager over operational matters in the house
- To work with the Operations Manager to ensure the smooth running of the house and events happening in the house
- Keep count of visitors to the house and gather any other information that the Operations Manager requires.
- Welcoming visitors to the house

Working with volunteer stewards to:

- Warmly welcome visitors, ensuring they know what is happening during their visit to the house, the courtyard and IA studio

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- Distribute house guides if needed and pointing out the main items of interest in the house
- Deal with visitor enquiries, complaints, and feedback in a friendly and efficient manner
- Promote the Manor House programme to visitors, including free and ticketed events and performances, merchandise, hire of the house for weddings and events etc.
- Encourage donations
- Support new volunteers during their shift - making them feel welcome and answering any questions
- Support visitors/volunteers with any additional needs and managing these situations appropriately

Emergencies

- To deal with any emergencies that happen in the house working with the Trusts' protocols
- To be trained as a first aider and to act as the first line first aider on site when on duty
- To act as fire warden when on duty

Additional ad hoc duties

- To assist with concerts and other events such as weddings on an agreed ad hoc basis

Skills needed:

- Good interpersonal skills
- First aid training (this will be provided as needed)
- Basic H&S training
- Excellent Communication skills
- Good organisational skills
- Reliable and self-motivated
- Ideally, experience of volunteering and/or working with volunteers

January 2022