

ROLE DESCRIPTION

Stewarding

Front of house duties including **welcoming visitors** in main entrance, **staffing exhibitions & general site**, assisting with events & directing visitors in the car park.

Times

Weekends and bank holiday Mondays in the summer season, (May-September). Wednesdays during the school summer holidays and occasional weekdays during the summer season.

Frequency

When needed (there is a rota for weekends).

Location

All parts of site open to the public.

Access

Main entrance in Beaulieu Drive. Vehicles may be parked in the visitor car park.

Duties

1. To assist the Royal Gunpowder Mills staff with “front of house” duties in providing a high quality service to visitors.
2. Stewards would normally be located in the following places:
 - Main Entrance
 - Island Site (Introductory Exhibition/Film Theatre, Walton House)
 - WW1 Exhibition
 - Farewell to Arms Exhibition.
 - Incorporating Mills (Rockets of the 60's & 70's Exhibition).
 - Spinks Gallery (Blitz Exhibition)
 - General grounds/ Wildlife Tower/Burning Ground
 - Large Exhibits Display
3. To meet and greet visitors and welcome them to the site.
4. To guide and help visitors to get the most out of their visit ensuring they have an enjoyable and safe time.
5. To assist in answering visitors questions and/or directing them to where they might find further information.

Duties continued

6. On busy weekends welcome visitors in the car park indicate parking spaces, tell visitors about the events happening that day and direct visitors to the site entrance/ticket office.
7. To be responsible for materials and items used in conjunction with the duties carried out.
8. To carry out other appropriate duties from time to time.
9. To be prepared to engage with the visitors in a friendly and helpful manner.
10. To feedback comments favourable or otherwise to the duty manager.
11. To be vigilant and when necessary take appropriate action to ensure the safety of all on site and the security of facilities and contents.
12. To ensure that all work is carried out in accordance with the Company's Health and Safety policy and other relevant policies.

Skills/experience/attributes required

1. Ability to work with a wide range of the public in a calm, helpful and friendly way.
2. Communication skills including, listening, observing, answering questions and explaining clearly and effectively.
3. An interest in heritage/countryside/visitor attraction
4. Ability and enthusiasm to keep up-to-date with facilities and events.
5. Ability to project a good impression and image through self presentation and manner.

Desirable skills/experience/attributes

1. Experience of working/volunteering in customer care.
2. Ability to be flexible
3. First Aid Qualification

