

Visitor Experience Assistant (Admissions, Retail & Catering) Recruitment Information



Closing date: Friday 26 April 2019

Interview date: Throughout April and early May 2019

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To find out more

Please visit our websites, which are all linked to: lakelandarts.org.uk

Introducing Lakeland Art

We're delighted that you're interested in joining the ambitious team at Lakeland Arts as Visitor Experience Assistant (Admissions, Retail & Catering). Lakeland Arts is one of the most remarkable arts and heritage organisations in the north and has an exceptional portfolio of attractions in an area of outstanding natural beauty and the Lake District UNESCO World Heritage Site.

You'll be joining us at an exciting time as we've recently opened Windermere Jetty Museum of Boats, Steam and Stories. Designed by Carmody Groarke architects, this is the most significant new heritage visitor attraction in the north this year.

In addition, the Abbot Hall site in Kendal, which houses the Art Gallery and Museum of Lakeland Life & Industry, is at development stage of a major redevelopment with funding from Arts Council England. We've appointed the architect practice MUMA, who designed the extension and refurbishment of the Whitworth Art Gallery, Manchester for the project design.

Abbot Hall Art Gallery is a Grade I listed building in Kendal. The eighteenth century riverside mansion is a wonderful setting for our ambitious programme of temporary exhibitions and displays showing work of artists of national and international significance. Internationally renowned artists featured in major exhibitions over the past few years include Rembrandt, Canaletto, Monet, Grayson Perry, Elisabeth Frink, Barbara Hepworth, JMW Turner and George Shaw.

The Museum of Lakeland Life & Industry boasts a collection of 30,000 objects telling the story of people who lived and worked in the Lake District. The Museum brings the collection to life through exhibitions, period rooms and a Victorian street scene. Displays include objects relating to Arthur Ransome, author of Swallows and Amazons and Cumbria's farming heritage and the UNESCO World Heritage Cultural Landscape.

Blackwell, The Arts & Crafts House is a stunning Grade I listed house overlooking Windermere. Designed by architect MH Baillie in 1901, Blackwell retains almost all its original decorative features, and it provides a perfect setting for historical and contemporary craft.

Windermere Jetty Museum of Boats, Steam and Stories is a world-class museum displaying a nationally significant collection of boats. The high-quality attraction offers a range of activities for visitors including displays telling stories of the boats and the people who built them, a live conservation workshop, a stunning boathouse which brings the lake into the museum, and activities and events throughout the year.

Lakeland Arts is an Arts Council England National Portfolio Organisation as part of the Cumbria Museum Consortium with Tullie House Museum and Art Gallery, Carlisle and Wordsworth Trust, Grasmere.

So, what is it like working for Lakeland Arts?

You can expect to work in some of the most beautiful buildings, venues and locations in Cumbria and you can have a real sense of pride in the job you do, every single day.

We want to enable you to learn, discover and develop your career here at Lakeland Arts. We'll do everything we can to support you and your development so that you can achieve your goals. We're really proud of where we are and who we are, and our continued success depends on the contribution and expertise of every individual we employ.

We welcome your application and wish you every success with it.

Rhian Harris
Chief Executive, Lakeland Arts

Job description

Job Title:	Visitor Experience Assistant (Admissions, Retail & Catering)
Salary:	£8.25 per hour (Full and part time hours available)
Location:	Blackwell, The Arts & Crafts House with occasional cover at other Lakeland Arts sites
Reporting to:	Deputy Manager

Purpose and key objectives

As a Visitor Experience Assistant at Blackwell, The Arts & Crafts House, you'll be responsible for delivering a fantastic visitor experience across our admissions, retail, and catering offers. This is a varied customer facing role, and you'll receive training in all areas.

Key responsibilities

Admissions

- Welcoming visitors and groups
- Issuing tickets using our EPOS system
- Providing information and dealing with visitor enquiries
- Keeping the reception area and facilities clean and tidy, and checking all signs and notices are in good order
- Cashing up

Retail

- Processing retail sales using our EPOS system
- Stock control, including counting / checking
- Replenishing stock and ensuring our displays are well-presented
- Assisting with the creation of seasonal displays
- Providing visitors with information about our ranges and products
- Ordering stock supplies

Catering

- Taking food and drink orders using our EPOS system
- Dealing with customer enquiries
- Providing table service
- Ensuring our counters and fridges are always well stocked
- Ensuring the counter area and main café areas are clean and tidy at all times
- Assist in the kitchen with prep and pot washing as required
- Cashing up

General Accountabilities

This job description outlines the principal responsibilities and duties of the post holder - it's not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Additional information

The post is available on a part time or full-time basis, working across 7 days, with a shared rota of evening, weekend and bank holiday working. As a key member of staff, the post holder will be required to attend events, particularly those connected with responsibilities of the post. Candidates must demonstrate that they can fulfil the requirements of the post.

Health and Safety

The post holder is required to carry out their duties in accordance with Lakeland Arts Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Person specification

ESSENTIAL	DESIRABLE
Experience	
<ul style="list-style-type: none"> Experience of delivering exceptional levels of customer service 	<ul style="list-style-type: none"> Experience gained in catering, retail or a busy reception
Knowledge	
<ul style="list-style-type: none"> IT skills (with ability to pick up new systems quickly) 	<ul style="list-style-type: none"> Active interest in heritage and arts
Skills	
<ul style="list-style-type: none"> Able to communicate clearly face-to-face, by phone and by email Can demonstrate a consistently high standard of customer service with an eye for detail 	<ul style="list-style-type: none"> Ability to learn new information quickly Quick thinker
Qualities	
<ul style="list-style-type: none"> Hands on approach Welcoming manner Willingness to work across all commercial areas Enthusiastic Good time keeping 	<ul style="list-style-type: none"> Proactive self-starter
Qualifications	
<ul style="list-style-type: none"> Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> Certification or qualifications relating to catering, retail or customer service

How to apply and the selection process

You must complete an application form available to download from the Lakeland Arts website www.lakelandarts.org.uk/jobs in Word and PDF formats. You may attach a letter but please don't send photographs. We don't accept CVs.

In completing your application, you must tell us how you meet the essential qualification, experience, skills and qualities outlined in the Job Specification. We will assess how you meet them through the application form and interview. We will let you know if we will include a presentation or a skills test if you are selected for interview.

Deadline for receipt of applications

This vacancy closes 9am on Friday 26 April, and interviews will be held on an on-going basis throughout April and early May. Any forms received after this time will not be accepted. Your completed application form should be returned by one of the following methods:

By email: Please email jobs@lakelandarts.org.uk

Please note that our email servers will not accept emails larger than 10MB.

By post: Human Resources, Lakeland Arts, Blackwell, The Arts & Crafts House, Bowness-on-Windermere LA23 3JT

Acknowledgement of receipt

All email applications will be acknowledged upon receipt.