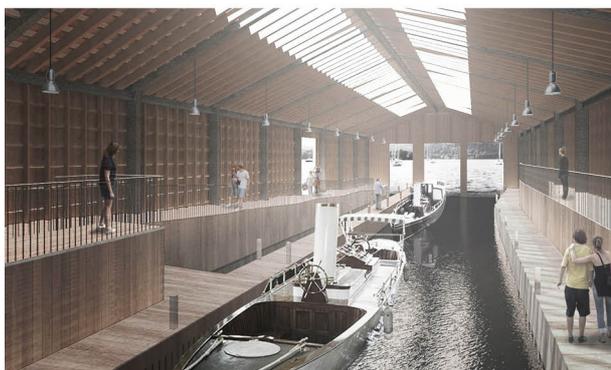


WINDERMERE JETTY

Museum of
Boats, Steam and Stories



VISITOR EXPERIENCE ASSISTANT (ADMISSIONS, RETAIL AND CAFÉ) – WINDERMERE JETTY Museum of Boats, Steam and Stories Recruitment Information

Closing Date: 14 January 2019

Interview Dates: w/c 21 January 2019

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www.windermerejetty.org

www.lakelandarts.org.uk

INTRODUCING LAKELAND ARTS

Windermere Jetty Museum of Boats, Steam and Stories

We're delighted that you're interested in joining the dedicated team at Lakeland Arts as Visitor Experience Assistant (Admissions, Retail, Catering) at Windermere Jetty Museum of Boats Steam and Stories (Windermere Jetty).

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 England's newest UNESCO World Heritage Site celebrating our incredible Cultural Landscape.

At a time when we're to grow significantly by opening Windermere Jetty as a world-class visitor attraction, it's really important we recruit people with a passion and enthusiasm for what we do and what we want to achieve.

At Lakeland Arts, we come from all walks of life, backgrounds and interests, but we have one thing in common – connecting people with outstanding art and heritage in our breathtaking world-class cultural landscape.

So, to Windermere Jetty Museum of Boats, Steam and Stories. We'll open our doors to the visitors in Spring 2019 following a major capital investment and we're really very excited! This will be the most significant new heritage visitor attraction in the North.

The Museum is in the final stage of construction on an incredible lakeside site on Lake Windermere close to the centre of Bowness. It will offer a range of activities for visitors including displays telling the history and stories of the boats and the people who built and used them, a publicly viewable conservation workshop where boats will be conserved and restored, a beautiful boathouse

with boats on the water and high-quality visitor facilities including a café with the best views of lake and fells. Don't just take our word for it, you need to come and see it for yourself.

So, what is it like working for Lakeland Arts?

You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel 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.

If you work for us, you can expect a fair salary together with a benefits package befitting an arts trust, which we are currently finalising to ensure we are an employer of choice in the region.

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



Gordon Watson
Chief Executive, Lakeland Arts

JOB DESCRIPTION

Job Title:	Visitor Experience Assistant (Admissions, Retail, Catering)
Salary:	£8.75 per hour. Full and part time hours available
Location:	Windermere Jetty, Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
Reporting to:	Visitor Experience Supervisor, Windermere Jetty
Line Management:	Not applicable to this role

Purpose and key objectives

As a Visitor Experience Assistant at Windermere Jetty you'll be responsible for delivering a fantastic visitor experience across our museum's admissions, retail, and catering offers. In this varied customer facing role, you'll have lots of customer contact. You'll receive excellent training specific to each area and will work on rotation around the Museum.

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
- Ensuring 'What's On today' and Heritage Boat trip information is up to date
- Cashing up

Retail

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

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

All roles will have responsibilities relating to the opening and closing procedures of each area and for the health and safety procedures for each area.

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

This post can be full time or part time, and will work on a shared rota of weekend working and public holidays, with the expectation of sharing these equally. Candidates must demonstrate that they can fulfil the requirements of the post.

The post holder will be required to occasionally work evenings, for example for special events.

The role is front of house based and as such there will be little requirement for office working although some office work will be necessary to ensure an efficient operation.

Health and Safety

The post holder is required to carry out the 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"> ▪ Interest in boats and boating ▪ 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

Please complete an application form, which is 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. Sorry, but we don't accept CVs.

In completing your application, please tell us how you meet the essential qualification, experience, skills and qualities outlined in the Person Specification. We'll assess how you meet these criteria through the application form and assessment tasks. When completing your application please ensure you indicate your availability for work, in terms of both days and hours.

We'll let you know what to expect from the assessment day if you're shortlisted to come along.

Deadline for receipt of applications

This vacancy closes 9am on Monday 14 January 2019. We won't be able to assess any forms received after this time.

Your completed application form should be returned by one of the following methods:

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

Our email servers aren't able to accept emails larger than 10MB.

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

Acknowledgement of receipt

All applications will be acknowledged when we receive them.

Interviews

Interviews will be held w/c 21 January 2019.

If you would like to have an informal discussion about this job role, please don't hesitate to contact Helen Tappenden, HR Manager, on 015398 88055.