**Job Description**

**Title:** Visitor Experience Assistant – 3 vacancies

**Reports to:** Head of Red House

**Contract type:** Part-time fixed-term contract – 28 hours per week over 4 days, including weekends. March to October 2023

**Context:**

Britten Pears Arts was founded in April 2020 when Snape Maltings and the Britten-Pears Foundation merged. It exists to ensure that the legacies of Benjamin Britten and Peter Pears continue to be enjoyed worldwide. Their legacy includes the Aldeburgh Festival, their archive, a cutting edge programme of creative health work, the Britten-Pears Young Artist Programme, the house where they lived and extensive learning and inclusion work throughout Suffolk and beyond. Their legacy incorporates their attitude, values and belief in helping communities, the disadvantaged in society and those who don’t have access to music or culture.

Britten Pears Arts operates over two sites at Snape Maltings in Snape and at the Red House in Aldeburgh. It also has a much wider reach through working with international artists, encouraging international students, our website, an unparalleled collection of composer material and of course the music of Britten.

The work of Britten Pears Arts is supported through a variety of income streams; including Snape Maltings Trading Limited, the retail, accommodation and hospitality company and part of the group of entities that form Britten Pears Arts; through the Britten Estate Limited, the company that collects Britten royalties; the Arts Council England, Britten Pears Arts is a tier 3 National Portfolio Organisation, tickets sales, and philanthropy.

Within the Britten Pears Arts portfolio sits The Red House, a heritage house, gallery, museum and outdoor café surrounded by five acres of garden. It is the home that Britten and Pears lived in together for nearly 20 years. It is open to the public to visit, for regular events and provides a remarkable insight into domestic life in the middle of the 20th century.

**Main purpose:**

This fixed-term seasonal post (March to October) will join The Red House team to deliver a high quality and enjoyable experience for our visitors. The postholder will be the first point of contact for the organisation in person and via telephone and email. Working as part of a team dedicated to welcoming visitors and meeting their needs, this role includes covering the Welcome Desk and shifts at the Garden café – Tea Hut.

**Responsibilities:**

* Opening and closing the welcome desk and museum shop, exhibition areas and historic rooms, making sure they are well presented, the shop is fully stocked, clean and tidy and all equipment operating as they should throughout public opening.
* Greeting and assisting members of the public visiting the site, attending an event or exhibition.
* Running the ticket desk, selling merchandise and serving food and drinks.
* Able to talk about Britten, Pears and their life at The Red House.
* Working with volunteers and providing breaks during opening hours.
* Organising and maintaining the volunteer rota.
* Invigilating rooms and give guided tours when volunteers are unavailable.
* Opening and closing Garden café. Serving preprepared light refreshments, hot and cold beverages to members of the public efficiently and in a friendly manner.
* Understanding and managing stock rotation, food hygiene and health and safety.
* Be able to keep up to date product knowledge both in retail and catering aspects.
* Use of EPOS Till, including reconciling at the end of the day.
* General assistance with events, group tours and activities.
* Assisting with stock management of the museum shop and café.
* Able to provide information and sell tickets for other events and exhibitions taking place at Snape Maltings and other sites.

**Please note:**

* The Red House will be open daily during the Aldeburgh Festival (9-25 June) so extra shifts will be available.
* Holidays may not be possible during the Aldeburgh Festival.

**Other tasks:**

* Undertake any additional duties as reasonably requested by the Head of Red House.

**Person Specification:**  **Visitor Experience Assistant**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| Experience | * Experience gained in a customer-facing role.
* Working as part of a team and interacting with a diverse range of people.
 | * Volunteering
* An interest in heritage, music, arts.
* Experience of working in a shop and/or using an EPOS till system.
* Working in a café environment
 |
| Skills/knowledge | * Clear, confident and articulate communication skills.
* Accurate administrative skills and able to use a computer-based till and ticket system.
* Competent user of Word, Excel and Outlook.
 | * Spektrix (our Box Office software system)
* Flair for arranging and presenting products well.
* Experience of working with volunteers.
 |
| Ability/aptitude | * Empathises with others.
* Proactive approach to work and able to use initiative appropriately e.g. to problem-solve
* Able to learn and apply new systems
* Willing and able to work flexibly within the team.
 | * Comfortable working in busy working environments.
 |
| Special requirements | * Can work additional hours to cover busy periods and to assist with some evening events and bank holidays.
 |  |