



Visitor Services Support Officer Job Description

The Visitor Services Support Officer is a key role at Jane Austen's House, supporting the daily front of house and retail operations of this much-loved writers' house museum. You will be a part of our small, lively, and enthusiastic team at Jane Austen's House, and often be the first point of contact for our visitors, co-ordinating responses to public enquiries and group visits. You will support the Head of Visitor Services in delivering our group visit and retail offer. This role will suit a tech-savvy people person, who is completely at home with MS Office/database systems and has experience of processing invoices and managing information.

This position is for 8 hours a week, ideally spread over two mornings (Tuesday / Friday), but we do have flexibility on this. There is also potential for some home working. Full training will be provided on all systems and databases.

There is limited public transport to Chawton, so access to your own transport is strongly recommended.

Hourly wage: £9.65

Key tasks:

- Tracking and responding to public enquiries via emails and telephone calls
- Ensuring enquiries are dealt with efficiently and in a timely manner
- Be the first point of contact for visitors and groups making contact via email or telephone, delivering the highest standard of customer service, ensuring visitors feel welcome, informed, and inspired.
- Ensuring the smooth delivery of group bookings, taking ownership of the process from enquiry to invoice, and liaising with the Front of House team.
- Assist with data management via the integrated EPOS system
- Confidently use EPOS retail/ticketing system to assist visitors on site and process bookings
- Assist the Head of Visitor Services with processing orders and invoices
- Develop a good knowledge of the history of the House and Jane Austen, to be able to answer visitors' questions.
- Be a positive, enthusiastic, and engaged member of the team at Jane Austen's House
- Adhere to all the JAH cash management, Health and Safety and Fire Safety procedures.
- Any other reasonable duties as might be required.

This role will be directly line managed by the Head of Visitor Services. It will also answer to the Director



Person specification – Skills and experience

Essential	Desirable
Excellent customer service skills and experience of working in a public facing role	Experience of working with EPOS/stock management systems
Strong communication skills (both written and verbal) and a genuine enjoyment of talking with visitors and sharing stories	Experience or an understanding of working within an historic property
Excellent IT skills and highly skilled in using MS Office	An appreciation of and interest in the life and works of Jane Austen
A proactive, engaged, and enthusiastic attitude	
Flexible and willing to learn	
Excellent interpersonal and team working skills	
Strong organisational skills	

How to apply

Please send your CV, a covering letter - explaining why you are applying for the post and how you meet the person specification - and the names of two referees, in an email addressed to Susan Rayner, Head of Visitors Services, susan.rayner@janeaustens.house. Please include 'VSSO Application' in the subject line.

The closing date for applications is Sunday 6th February, and interviews will be the week commencing Monday 21st February.

We are not able to accept late applications or respond to unsuccessful ones.