



Volunteering and Visitor Operations Officer Job Description

Purpose of the Role:

Jane Austen's House has been welcoming visitors to this special home for seventy-five years. This Volunteering and Visitor Operations Officer will play a vital role in the team, managing and growing our volunteer offer and supporting onsite operations, ensuring that Jane Austen's House continues to inspire visitors from across the globe.

This role is key to our volunteer engagement and development. You will take the lead on volunteer recruitment, training, and day-to-day management, reporting to the Director and working with the Head of Commercial & Visitor Experience. You will represent Jane Austen's House in the community, through outreach and engagement, growing and developing our community of volunteers. You will take a hands-on role in delivering onsite events, welcoming group visits, and as one of the duty officers will ensure our onsite visitors have the best possible experience.

This role is at the heart of our small, lively, and enthusiastic team at Jane Austen's House. In this key role you will be working as part of the team to create an exceptional and emotive visitor experience.

All applicants must be eligible to work in the UK. The role will involve regular weekend working and occasional evenings to support events. This role will involve lifting objects and carrying out physically active tasks. Full manual handling and health and safety training will be provided.

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

Hours: 28 hours per week

- This role is annualised hours, reflecting the seasonal requirements of the business. As a general rule, but not limited to, over the 6 peak months the role will require working any 4-days over a 7-day period. In the 6 off-peak months, the role is any 3-days over a 7-day period.

Wage: Between £26,500 and £28,000 per annum, pro rata, depending on experience.

This role reports to the Director. It also reports to Head of Commercial & Visitor Experience.

Key Tasks & Responsibilities:

- Responsible for the daily management and recruitment of volunteers.
- With the Head of Commercial & Visitor Experience develop and deliver the volunteer programme.
- Build external relationships and be the face of Jane Austen's House within the community and wider volunteering organisations.



- Work to develop a diverse volunteer programme that is engaging and inspiring, ensuring that JAH offers an experience that's both rewarding and forward thinking
- Working with the Head of Commercial & Visitor Experience develop a suite of resources for volunteer recruitment, training, and management, including an updated volunteer handbook
- Maintain volunteer records.
- Be a part of the museum's Duty Officer team; opening and closing up the museum and ensuring that presentation standards and health and safety requirements are met throughout.
- Take a hands-on role in ensuring that visitors feel welcome, informed, and inspired.
- As one of the Duty Officers, take an active role in site operations, greeting groups and visitors and ensuring the highest level of visitor welcome.
- Take a proactive role in onsite events, facilitating an effective and efficient delivery.
- Working with the Visitor Experience Support Officer effectively respond and resolve visitor enquiries.
- As part of the wider Visitor Experience team be an active user of the EPOS system to efficiently deliver retail sales, stock management and all ticketing requirements.
- Be an active member of the Museums Emergency Response team.
- As a duty officer, oversee site operations, implement the emergency plan in the event of an emergency and be an active first aider.
- Meet and greet groups and facilitate their journey around the site, ensuring their visit is managed efficiently.
- Have a flexible approach to working and be a positive, enthusiastic team member.
- Be committed to delivering the highest possible standard of visitor experience.
- Take an active and supportive role in making JAH an inclusive and rewarding place for visitors, staff, and volunteers. Demonstrating a commitment to understand and apply the principles of diversity
- Be able to adapt to changing demands, overcome obstacles and demonstrate a team-orientated approach
- Adhere to all the JAH Health and Safety and Fire Safety and Cash Handling procedures.
- Any other reasonable duties as might be required.

Person specification – Skills and experience

Essential	Desirable
Excellent customer service skills and experience of working in a public facing role	Experience of working in a retail environment
Experience of working with, or managing volunteers	Experience of cash handling and working with EPOS tills



**JANE
AUSTEN'S
HOUSE**

Essential	Desirable
Strong communication skills (both written and verbal) and a genuine enjoyment of talking with visitors and sharing stories	Experience of delivering events
Excellent interpersonal and team working skills	Experience of growing networks and making connections within the local community
A proactive, engaged, and enthusiastic attitude	Experience or an understanding of working within an historic property
Flexible and willing to learn	An appreciation of and interest in the life and works of Jane Austen
Must be available to work weekends	
Ability to work alone and as part of a supportive team	

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 Commercial & Visitor Experience, susan.rayner@janeaustens.house. Please include 'VVOO' Application' in the subject line.