



## Visitor Experience Assistant (& Duty Officer) Job Description

Visitor Experience Assistants (and Duty Officers) are the first and last people our visitors meet here at Jane Austen's House. As a VEA you would play a vital role in shaping their visit, ensuring that their time here at this special place is welcoming, comfortable, and inspiring.

You will also help to deliver our retail offer, working with our Head of Commercial & Visitor Experience and Visitor Experience Team Leader to ensure that our retail ranges are presented at their best and that we make sure our visitors find the perfect souvenir of their visit to Jane Austen's House.

This role also requires you to be a key holder and Duty Officer, on a rota basis. The role is at the heart of our small, lively, and enthusiastic team at Jane Austen's House. By working to create an exceptional visitor experience and to boost income, you will play an important part in the Museum's ongoing success.

This is a permanent position, to support the museum as we enter a significant celebratory year, Jane Austen's 250<sup>th</sup> birthday in 2025. The role is a minimum of 7.5 hours a week (1 day), increasing in peak season. Full training will be provided.

All applicants **must** be able to work weekends.

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

Hourly wage: £12.31

### **Key tasks:**

- Providing a warm and meaningful welcome to the site
- Be a key holder and Duty Officer, taking responsibility for the day-to-day running of the site on a rota basis
- Be first aid at work certified (training provided)
- As part of being a Duty Officer proactively engage with and support our volunteer stewards on site
- Be the first point of contact for visitors and groups, delivering the highest standard of customer service, ensuring visitors feel welcome, informed, and inspired.
- Using our EPOS till system to redeem pre-booked tickets, sell tickets and retail products.
- Develop a good knowledge of the history of the House and Jane Austen, to be able to answer visitors' questions.
- Develop good product knowledge of our retail range, and proactively share this with our visitors.
- Actively help to support the Museum's finances through increasing Gift Aid donations on admissions income.



- Play an active role in stock control and retail management, working with the Head of Commercial & Visitor Experience to achieve annual targets.
- Support the Visitor Experience Team Leader and Head of Commercial & Visitor Experience with processing online retail orders.
- Assist with the delivery of our onsite and online events programme.
- 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 Commercial & Visitor Experience. It will also answer to the Visitor Experience Team Leader.

### 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 being in a supervisory role and/or being a key holder	Experience of retail merchandising and stock management
Strong communication skills (both written and verbal) and a genuine enjoyment of talking with visitors and sharing stories	Experience of cash handling and working with EPOS tills
Excellent interpersonal and team working skills	Experience or an understanding of working within an historic property
A proactive, engaged, and enthusiastic attitude	An appreciation of and interest in the life and works of Jane Austen
Flexible and willing to learn	
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](mailto:susan.rayner@janeaustens.house). Please include 'VEA (& Duty Officer) Application' in the subject line.