

# GRIMSTHORPE & DRUMMOND CASTLE TRUST LIMITED

## JOB DESCRIPTION PERSON SPECIFICATION

Job Title	Public Access Assistant
Reporting To	Visitor Experience Lead
Hours	Seasonal – 30 hours per week, March – October plus additional hours for Event Days and additional opening days as required during the year  Sunday – Thursday inclusive of Bank Holidays
Overview	A physically demanding role, the Public Access Assistant will assist the Visitor Experience Lead during the open season when the Castle, park and gardens are open to the Public. A flexible approach to work, problem solving attitude and good customer service skills. The role is mostly outdoors.

### DESCRIPTION OF MAIN RESPONSIBILITIES

- Assisting visitors on site with any requests or questions
- Maintenance of public access services
- Setting up opening and closing down of public access facilities
- To keep all signs in a presentable state, installing at the start of each season and storing at the end of each season
- To open main entrance/exit gates each open day and close at end of day
- To assist ticket seller as required
- Maintain car parking bays
- To drive electric buggy to assist visitors who need support and maintain battery function
- To monitor litter and litter bins, keeping the site litter-free
- To ensure toilets used by visitors are kept in a clean and tidy state, supplied with soap and paper towels
- Ensure a suitable supply of cleaning chemicals (with safety data sheets)
- Assist Marketing and Events Lead when special events take place in the park, including traffic management
- Collection of cash and paperwork as required at the end of each day, delivering to Visitor Experience Lead
- Pack away all equipment that is not needed during the winter season
- Top up/tidy leaflet racks as required
- Carry out monthly written safety checks of playground equipment
- Conduct regular visual checks of playground equipment and maintain as required
- Ensure woodland walk is clear of obstructions
- Check suitability of cycle/walking routes for visitors and maintain signs as required
- To assist with stock deliveries as required
- Keep record of mileage of estate vehicle and ensure it is kept in a safe and presentable condition
- Liaise with other members of the Public Access team to ensure smooth running of visits,

including group visits

- To adhere to the current dress code (smart casual)
- To act as an informal ambassador for Grimsthorpe whilst on duty and not bring the castle into disrepute
- To report any suspicious behaviour to the Visitor Experience Lead
- To keep a record of hours worked and to submit at the end of each week
- Use radio communications where necessary to alert other staff members as required

### **General statement**

You may be asked to undertake additional roles and responsibilities from time to time as requested by the Managing Trustee, or other managers.

You must ensure you comply with the policies and procedure of the organisation at all times.

As part of your role you are required to keep your skills up to date and to take part in training and development that is offered.

### **PERSON SPECIFICATION (used for recruitment and selection)**

#### **Qualifications**

Good standard of general education.

#### **Essential**

Full UK driving licence.

Ability to work alone and as part of a team.

Committed team player with a positive and enthusiastic attitude to their work, the Estate and other team members.

Problem solving skills and the ability to remain calm in all situations.

Ability to be flexible and amenable to variations of routine.

A can-do attitude with a willingness to help the team when problems arise.

Good customer service skills and a customer-focussed approach with exceptional standards of service.

#### **Desirable**

First Aid at work certificate.

Previous experience working in a similar role and/or for an estate.

COSHH training.

CPD/RoSPA approved health and safety training.

Routine playground inspection training.

Fire safety training.

#### **Personal Qualities**

Common sense approach

Friendly and approachable

Reliable

Professional

Trustworthy