

Fulham Palace House & Garden

Job description: Front of house assistant, Fulham Palace Trust

Responsible to: Front of house manager

Employees directly supervised: Volunteers

Salary: London Living Wage, £13.15 per hour.

Two roles available

- Every Sunday and every other Thursday, 6 month contract with a view to extend
- 0 hours contract covering staff annual leave and sickness.

Shifts: 7.5 hour days

Job summary

The front of house assistant is a key role in providing an excellent visitor experience at Fulham Palace. The post-holder will provide a visitor reception function at the Palace between the hours of 09.30 and 17.30 each Sunday and every other Thursday.

As a member of our front of house team, you will be a customer focussed, proactive and organised individual with good communication skills.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Uniform and/or Fulham Palace identification badges will be provided.

Key result areas

Visitor enjoyment

- Welcome all visitors to Fulham Palace in a helpful and positive manner, advising them of the services offered as appropriate. This will generally be in the visitor welcome, museum or historic rooms though may also be in the garden or education centre.
- Ensure that the museum, historic rooms, education centre, walled garden and other public rooms are opened in accordance with Palace procedures, and secured at the end of the day, in conjunction with relevant staff.
- Manage the circulation of the public during the set-up and duration of private functions and events taking place within the Palace, co-ordinating the weekly/daily

schedule and liaising with event managers as appropriate.

- Ensure correct and current signage and promotional material is displayed around the Palace site.
- Assist the front of house manager (FOHM) and commercial and visitor experience manager (CVEM) in ensuring the safety of visitors, staff and the security of exhibits.
- Respond to public enquiries and complaints, in person, by telephone and email, directing the public to appropriate members of staff as necessary.
- Assist in the sale of retail items, carry out cashing up procedures and maintain retail stock levels where required.
- Assist the Fulham Palace team when necessary in promoting the hiring of the Palace for functions and events.
- Actively promote the Fulham Palace membership scheme and complete related administration work as required.
- Be familiar with the Fulham Palace public events diary, actively promote upcoming events to all visitors and encouraging them to sign up to the Palace mailing list.
- Meeting, greeting and directing tour groups, group visits and school visits as required.
- Delivering brief (approx. ten minute) history introductions to visitors if required.
- Assist in the sale, distribution and administration of tickets for all events at the Palace, using the Palace's digital ticketing system.
- Undertake visitor surveys as required.
- Ensure visitor counters are operating, visitors are counted and numbers recorded appropriately.
- Monitor and maintain the appearance, presentation and supplies of front of house areas (including toilets), dealing with any problems immediately where possible, and reporting any major issues to the duty manager and/or CVEM.
- Work during public events if required.

Events, security and site safety

- Ensure that the Palace buildings and grounds are appropriately secured at the prescribed times.
- Take all reasonable steps to reduce or minimise loss or damage to the Palace buildings and grounds, making safe damaged or insecure areas of the premises as necessary, and reporting any major issues to the CVEM, facilities manager (FM) or caretaker.
- Respond to and safely challenge intruders and persons breaking Palace by-laws.
- Assist with the preparation of public events and private events at the Palace, including moving stands and signage. Assist with the delivery of public events when required.
- Unlock, lock up and alarm the museum rooms, palace building, education centre and walled garden when required.
- Meet contractors and delivery drivers to the Palace, providing directions where required and ensuring that all Palace procedures are followed.
- Manage car park bookings in conjunction with other staff.
- Implement existing safety measures and encourage all visitors to adhere by the measures and supervise/support volunteers in carrying them out.

General administration

- Receive and distribute mail and parcel deliveries to the Palace.
- Undertake administrative duties as required by the FOHM and CVEM.
- Provide regular administrative support to the business support officer.
- Undertake regular word-processing and data input.
- Answer the Palace telephone enquiry line and car park entry system, providing a timely and accurate response and passing messages on when required.

Volunteer management

- Supervise and support all front of house volunteers at Fulham Palace.
- Provide information, advice and on the job training to volunteers at Fulham Palace.
- Coordinate the front of house volunteer rota as appropriate in conjunction with the FOHM, FOHS and CVEM and liaise with the front of house volunteers.
- Greet volunteers arriving for their duties, ensuring they sign in and out on designated sheet.
- Coordinate the daily volunteer shifts, including break times, and carry out the start of shift briefings in conjunction with the FOHM and FOHS. Ensure the volunteers are provided with appropriate tools for their duties and supported at all times.

Personal development

- The post holder must also be accountable for their own development through the appraisal process seeking out opportunities to learn new skills.

Other

- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work;
- The post holder will actively follow FPT's policies including Equality and Diversity and Safeguarding;
- Occasionally situations may arise that require the post-holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

PERSON SPECIFICATION

POST: Front of house assistant, Fulham Palace

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge:

Essential

- Good level of literacy and numeracy.
- Experience with Microsoft Office systems.

Desirable

- Experience of working with EPOS and CRM systems

Skills:

Essential

- Commitment to FPT's policy of equal opportunities and the ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds.
- Commitment to FPT's safeguarding policy.
- Committed to excellent customer service to both internal and external customers.
- Clear communicator.
- Welcoming, positive, patient and helpful disposition.

- A proactive and effective team worker.
- Organised, able to manage and prioritise his/her own workload.
- Motivated and flexible approach to work.
- Reliable and responsible.
- Excellent interpersonal and verbal communication skills, face to face, email and over the phone.
- IT skills, competent user of Microsoft Office and Outlook.
- Interest in history and heritage.

Desirable

- Experience using Digitickets or similar ticketing management system.
- Experience promoting membership sales and donations.

Experience:

Essential

- Experience of dealing with customers over the telephone and/or in person.
- Experience of working within a diverse team environment.

Desirable

- Experience of working within a heritage or arts facility.
- Experience in a reception/administrative or museum front of house role.
- Experience in a retail sales role.

Fulham Palace is committed to equal opportunities and the post holder will actively embody the principles laid out in the equality and diversity policy as well as follow all other policies of the charity as laid out in the staff handbook.