



Role Title: House Ticket Desk Operator

Reporting to: Curatorial & Learning Administrator and Security Supervisor

Accountable to: Curator & Head of Learning and Chief Executive.

Weston was the ancestral home to the Earls of Bradford and contains internationally important collections of art and antiques, which reflect the collecting passions of the Newport and Bridgeman families.

House Ticket Desk Operators are based within the House and are responsible for welcoming the public, processing entry payments, selling Guide Books and providing visitors with information about the House. Many groups, including families, children, coach parties and corporate groups visit the House during the open season between May and September. The Ticket Desk Operators will work alongside House Guides and Room Stewards to ensure visitors have an enjoyable and informative time. They will also liaise with the Sales & Marketing Department where appropriate and provide a warm welcome and direction to corporate clients on occasion.

Purpose of Role:

- To account for monies received by Weston Park from visitors who enter the House
- To promote events and products available on site
- To welcome and enhance public enjoyment of Weston Park
- To provide information about Weston Park and the facilities available
- To liaise with Weston Park staff and provide a welcome occasionally to corporate clients

Main Responsibilities:

- To process payments and tickets for visitors who enter the House
- To inform the public about events and sell Weston Park House products
- To care for the collections and items on display by promoting/ensuring their safe and respectful treatment.
- To be aware of, and adhere to, all health and safety guidance in place for the benefit of yourself and those around you.
- To be aware of any dangerous occurrences and report them promptly.
- To be clean, smartly dressed, cheerful and enthusiastic at all times.

Volunteer Specification:

- Friendly, outgoing personality.
- Attention to detail, when receiving and counting monies
- Ability to learn quickly about Weston Park's policies and procedures
- Must be reliable and punctual for duty days
- Security conscious
- Enjoys meeting people, greeting all visitors with a smile
- Articulate
- Customer focused
- Health and Safety aware
- Diplomatic

Days and Hours of involvement:

The House is open Sunday to Friday during the open season which runs between May and September. Hours of duty are 12:45 until 5pm.

Length of your commitment to us:

The length of positions varies according to the circumstances of each person.

Weston Park's House and Gardens are open seasonally between Whitsun and September.

The Granary Art Gallery is open all year.