



Job Description

Post: Visitor Experience Assistant

Reporting to: Director, Sidney Nolan Trust

Salary: National Living Wage (£11.44 p.h. if aged 21 or over)

Contract: Zero hours, to be mainly worked on Saturdays 10.30am-4.30pm during opening season Easter to end of September, occasional additional hours may be offered when available

Annual Leave: 28 days pro rata, including bank holiday entitlement

Location: The Rodd, Presteigne, Herefordshire, LD8 2LL

Background

The Sidney Nolan Trust was founded in 1985 by the eminent Australian artist Sir Sidney Nolan. For the last decade of his life, he lived and worked at The Rodd, near Presteigne on the England-Wales border. The Rodd is centred on Sidney and Mary Nolan's former home, Rodd Court, a Grade II* listed 17th-century manor house. The visitor experience includes examples from our collection of Nolan's work and library displayed in Rodd Court, changing exhibitions and art installations in our gallery space, Nolan's conserved studio, the grounds comprising informally planted gardens around the main house with kitchen garden and orchard. We also have a popular holiday cottage. These are set within a 180-acre working farm with river frontage and ancient woodland.

The Trust cares for the largest collection of Nolan artwork outside of Australia as well as his personal archive. Inspired by Sidney Nolan's vision for The Rodd and his extraordinary contribution to modern art we offer a wide range of creative and artistic activities for a diverse audience. These include exhibitions, learning activities, workshops, and events.

Overview of the role

We currently open to the public Easter through September Tuesday to Saturday. This role is responsible for providing an exceptional visitor welcome and enhancing the visitor experience. The postholder will greet and manage visitor admission to the Gallery, Studio, Rodd Court, Café, and immediate gardens and grounds, ensuring they have an enjoyable and safe experience. This includes selling tickets and retail items, operating our simple pop-up café serving hot/cold drinks and freshly baked cakes, and handling all associated cash and card transactions. This is a keyholder role responsible for the opening and closing of the site on Saturdays. With training and support, the postholder will communicate with visitors about Sidney Nolan's life and work, and about the historic house and estate. The postholder will always work alongside another member of staff. You will be part of a dynamic and hardworking team reporting to the Director but with day-to-day supervision and support from the Business Support Manager and Creative Producer. The team is also supported by a committed group of volunteers. In-house training will be provided and we are happy to discuss further training needs.

Key Duties and Responsibilities

- Provide an outstanding welcome and high standard of care to all visitor
- Promote and process all admissions, retail, and membership sales and donations, including promoting Gift Aid where appropriate
- Taking orders, payment and preparing refreshments including hot drinks, and serving baked
- At times to assist with unloading stock and putting it away or displaying it as instructed
- Opening and closing the site at weekends
- Maintain accurate visitor recordkeeping and undertake light administrative and marketing duties with training and support, such as visitor surveys and social media activity
- Occasionally support group visits and/or educational sessions as part of a team with supervision and instruction
- Enhance visitors' experience by providing information about Sidney Nolan, exhibitions, events, the historic site, and the estate
- Provide the highest possible standard of presentation ensuring that all exhibitions, displays, and premises are maintained to a high standard of cleanliness
- Collect and report feedback from our visitors so that it is used positively to develop the organisation and its activities
- To be an advocate for the Trust's work
- Support and work with volunteers through effective teamwork and communication
- To manage and respond to enquiries and answer or direct them appropriately
- To comply with the Trust's Health and Safety policy and all relevant policies and risk assessments for this area of work
- To undertake any other reasonable duties as requested by the Director, Business Support Manager or Creative Producer

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	GSCE English and Maths at/equivalent to current Grade 4	
Experience	Experience of working directly with the public	Experience in a retail and/or café or other hospitality environment Experience in the arts/heritage sector
Skills	Excellent customer service skills Good verbal and written communication skills	Basic administration skills Social media skills

	<p>Good organisational skills</p> <p>Able to keep accurate records – logging transactions, visitors, stock, etc</p>	
Personal qualities	<p>A self-starter with a passion for public engagement</p> <p>Able to work both on your own initiative and as part of a team</p> <p>Enjoy engaging with diverse audiences across wide ability and age ranges</p> <p>Responsible and confident to act as a keyholder</p> <p>Excellent timekeeping</p>	
Other	<p>Availability to work on Saturdays</p> <p>Well-presented and suitably dressed for the role</p> <p>Able to travel independently to the Rodd for work (there is little public transport in the area).</p> <p>Have a valid first aid at work certificate or be willing to gain one at the cost of the Trust.</p>	<p>Interest in the arts/heritage sector, the local area, and/or the life of Sidney Nolan</p> <p>Flexible for additional occasional hours</p>

To apply for the role please send a CV and covering letter (1 side of A4) detailing how your interests, skills, and experience fulfil the responsibilities of the role and the person specification.

Applications must be returned to Charlie Minskip no later than 9.30AM Monday 17 June.

charlie@sidneynolantrust.org

Interviews will be held W/C 24 June in person

If you have any questions or need more information about the role please contact Charlie Minskip, Business Support Manager via charlie@sidneynolantrust.org or call 01544 260149.