



SIDNEY
NOLAN
TRUST



Job Description

Post: Visitor Experience Assistant

Reporting to: Director, Sidney Nolan Trust

Salary: National Living Wage (£12.21 p.h. if aged 21 or over)

Contract: Fixed Term Zero hours to 29 May 2026, to be mainly worked on Sundays 10.30am-4.30pm during opening season 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 historic kitchen garden and orchard. We also have a popular holiday cottage. These are set within a 180-acre working farm with river frontage and semi-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 the ancient and beautiful landscape of the Welsh Marches we enable powerful and human encounters with the arts, heritage and our environment inviting the creative spirit in everyone, of all ages and backgrounds.

Overview of the role

Support from the National Lottery Heritage Fund is enabling us to extend our public days during our 2025 visitor season to open on Sundays. We currently open to the public Easter through September Wednesday to Saturday.

This role is responsible for providing an exceptional visitor welcome and enhancing the visitor experience. You will support activity delivering our Heritage Fund project outcomes including audience data gathering and surveys, enabling creative interactive engagement activities for a wide range of visitors and supporting events, and ecological surveys and initiatives on-site.

The postholder will greet and manage visitor admission to the Gallery, Studio, Rodd Court, Café, and immediate gardens and grounds, ensuring people have an enjoyable and safe experience. This is a keyholder role responsible for the opening and closing of the site on weekends.

With training and support, the postholder will communicate with visitors about Sidney Nolan's life and work, about the historic house and estate, and the National Lottery Heritage Fund project. 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 Project Co-ordinator, 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 visitors
- 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 light snacks and cakes, also tidying, wiping down and loading/emptying dishwasher
- At times to assist with unloading stock and putting it away or displaying it as instructed
- Undertake light cleaning tasks for visitor route including surfaces, floors, toilets
- Assist in maintaining the highest possible standard of presentation ensuring that all exhibitions, displays, and premises are kept clean, tidy and smart
- Opening and closing the site at weekends
- Maintain accurate visitor and sales recordkeeping and undertake light administrative and marketing duties with training and support, such as visitor surveys and social media activity
- With supervision and instruction from colleagues: support group visits, interactive activities and/or learning session; also support project ecological initiatives and monitoring tasks
- Enhance visitors' experience by providing information about Sidney Nolan, exhibitions, events, the historic house and grounds, the Bleddfa Centre site and the Heritage Fund project
- Collect and report feedback from our visitors so that it is used positively to develop the organisation and its activities
- Participate in training opportunities supporting success in the role and the Heritage Fund project
- Support and work with colleagues and 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, Project Co-ordinator, 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 Good organisational skills	Basic administration skills Social media skills

	Able to keep accurate records – logging transactions, visitors, stock, etc	
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 weekends</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 email 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@sidneynolantrust.org no later than 9am MONDAY 9 JUNE 2025

Interviews expected to be held 18,19 or 20 June in person

If you have any questions or need more information about the role please contact info@sidneynolantrust.org or call 01544 260149.