



WENTWORTH WOODHOUSE

♦ R O T H E R H A M ♦

Role Profile

Title: Art and Craft Assistant

Location: Wentworth Woodhouse Preservation Trust, The Mansion, Wentworth, Rotherham, South Yorkshire

Hours of work: 0 Hour until June with potential to review for summer holidays

Salary: Age Related Minimum Wage

Responsible to: Visitor Operations Manager

Front of House Assistant role purpose:

We are looking for an enthusiastic and motivated individual to join the Visitor Experience team at Wentworth Woodhouse. This role, with support from the Visitor Operations Manager, will be responsible for providing arts and crafts activities for visiting families in the learning trailer, set in our beautiful 50-acre historic garden. Experience of working with the public and specifically facilitating arts and crafts activities for families and children is essential. You will also be responsible for generating fun crafting ideas for visitors in line with our current programming offer, maintaining stock levels and ensuring the learning trailer is kept clean and tidy. For this role you will also need to be confident to work on your own and with other team members and be happy to work outdoors in all weathers.

Key duties:

Generate crafting activities for families and children in the learning trailer that tie into the wider programming of the site

Facilitate crafting activities with families and children

Maintain stock levels

Data capturing through surveys and data analysis

Open and close the learning trailer at the start and end of the day

Keep the trailer clean, tidy and presentable

Provide excellent customer service for visitors

Work with computerised till and operating systems

General administration and office duties

Data capture and analysis of visitor figures and relevant income streams for reporting



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Person Specification

| Factor | Criteria | Essential or Desirable |
|---------------------|---|------------------------|
| RELEVANT EXPERIENCE | Experience of generating and facilitating crafting activities for families and children | Essential |
| | Experience of working in a busy and fast paced service environment | Essential |
| | Experience of working in a customer facing role | Essential |
| | Experience of working in a heritage or tourist based environment | Desirable |
| JOB RELATED SKILLS | Excellent communication and people skills | Essential |
| | Ability to work as part of a team and on your own | Essential |
| PERSONAL ATTRIBUTES | Have a smart appearance and confidence when working with the public | Essential |
| | Ability to work well under pressure, and remain calm in a busy environment | Essential |
| | A flexible and positive approach | Essential |
| WORK CIRCUMSTANCE | Able to work flexible hours, including evenings, weekends and Bank Holiday working. | Essential |
| | Awareness of the implications of social media in a workplace | Essential |

Name:.....

Name (Manager):.....

Signed:.....

Signed:.....