



# York Civic Trust

*Promoting Heritage - Shaping Tomorrow*

Fairfax House Castlegate York YO1 9RN

Tel: 01904 655543

## Role Profile

### Details of the role

**Title:** Visitor Engagement and Volunteer Officer

**Accounts to:** Curator

**Hours:** 40 hours per week

Thursday	09:00 – 17:00
Friday	09:00 – 17:00
Saturday	09:00 – 17:00
Sunday	09:00 – 17:00
Monday	09:00 – 17:00

Some additional hours may be required to be worked. These will be taken as time off in lieu in agreement with the role's line manager

**Duration:** Permanent

**Notice period:** One month's notice on either side

**Salary:** £10.58 per hour (£22,000.00)

**Pension:** York Civic Trust operates an auto-enrolment pension scheme for qualifying employees. Employees have the right to opt out of the company pension scheme.

**Annual Leave:** 20 days plus 8 public holidays

**Line Management:** Front of House Roles (2)

### Key Relationships (Internal):

- Curator
- Chief Executive
- Volunteers
- Property Officer
- Communications Officer
- Engagement Committee

- Civic Society Manager

### **Key Relationships (External)**

- Make it York
- Castlegate Businesses
- Suppliers
- Volunteer Groups

### **ABOUT YORK CIVIC TRUST**

York Civic Trust, a Registered Charity, is a membership organization that celebrates the heritage of York and how it can be used to inform and shape the development of the city. The Civic Trust operates an Accredited museum - Fairfax House, Castlegate, York (the building is owned by York Conservation Trust). The Georgian townhouse, opened to the public in 1984 after a significant conservation and restoration programme undertaken by the Civic Trust. Working collaboratively with other key civic stakeholders including the University of York, City of York Council, York Museums Trust, York BID and Make-it-York the Civic Trust actively promotes, comments and informs the development of the city. Understanding the pressures on a 21st century city – traffic, the natural environment and quality of life for residents are also priorities for the Trust who co-ordinate a multi-body Transport Advisory Group to inform city-wide strategy. The Civic Trust work in partnership with the Department of Archaeology of the University of York in organizing ‘the planning club’ an opportunity for post-graduate student to gain ‘live’ experience in reviewing and providing informed comments on planning applications as they affect the whole city of York.

The Trust organizes a long-running programme of events and activities open to members and the wider public provides opportunities to gain a greater understanding of the city and its surroundings, and of conservation issues.

The organization is committed to creating opportunities for the population of York and its visitors to engage with and participate in celebrating, valuing and raising awareness of the city’s heritage in its many and diverse forms. The Civic Trust’s ongoing 150 plaque programme records significant individuals, events and places within the city.

Since 1946 the Civic Trust has undertaken to develop civic amenities for the benefit of York’s residents – this has included the foundation of the University of York, the closure of Deansgate to traffic and the restoration of the Lord Mayor’s Mansion House and Peasholme House. The Trust continues this work through the delivery of city enhancement projects both large and small.

York Civic Trust’s governing body is its Board of Trustees drawn from its membership. A small team of employees (less than 15) are supported by a strong base of over 200 volunteers and advisors.

For more information about York Civic Trust visit [www.yorkcivictrust.co.uk](http://www.yorkcivictrust.co.uk) and Fairfax House visit [www.fairfaxhouse.co.uk](http://www.fairfaxhouse.co.uk) .

### **ROLE SUMMARY**

This role is a key part of York Civic Trust's mission to *Engage with all sectors of the community*. York Civic Trust through its museum, shop and membership engages a wide range of audiences as members, visitors and volunteers. This role will be responsible for overseeing the operation and development of Fairfax House and its shop - The Townhouse Giftery as the key engagement point in the city for York Civic Trust.

The role will manage the front of house activities of the museum, the Townhouse Giftery, and audience engagement and volunteer opportunities and roles within Fairfax House.

As a duty manager and keyholder you will be responsible on a shared rota basis for opening and closing Fairfax House and acting as weekend duty manager and being the point of contact for issues arising that concern the collections and the building.

This role will be the point of contact for issues arising that concern the operation of the front of house, volunteer and audience activities. The role will act as duty manager for opening the house on alternate weekends. The role will be undertake front of house duties on Thursdays and Fridays and on a rota'ed basis with other colleagues.

The post-holder will be a designated key holder and play a role in the emergency response team. This may involve answering alarm calls during closed hours.

#### **ABOUT YOU: What you will bring to the role**

You will bring high levels of customer service and audience engagement to your work with high standards of presentation to deliver exceptional experiences for our visitors, audiences and volunteers.

You will bring a people-focused attitude to your work. You will be creative with a flair for engagement. You will be able to develop and deliver strong audience-focused experiences. You will be commercially-minded with customer service at the heart of what you aim to achieve.

You will be thorough in your approach and have a desire to be organized, solve problems and be creative. You will be able to work independently and as part of a team.

#### **KEY RESPONSIBILITIES:**

This role will contribute to the provision of a focused, welcoming and people-centred Fairfax House and shop. You will support the business by:

- overseeing the front of house activities of Fairfax House, including admissions, group bookings and visitor engagement and the commercial activities of the Townhouse Giftery including front of house roles
- delivering front of house activities at Fairfax House
- developing and co-ordinating York Civic Trust's volunteer opportunities ensuring that they deliver high standards of visitor experience
- working with colleagues to formulate and deliver a York Civic Trust Audience Development Plan and Programme
- assisting in the development and delivery of an accessible museum

- collaborating with York Civic Trust colleagues in planning and delivering the Trust’s activities especially those that are to be delivered within Fairfax House
- ensuring and maintaining that all processes, paperwork and procedures are compliant with best practice and relevant legislation
- delivering training for York Civic Trust staff in areas of audience engagement and customer service

## **OTHER DUTIES AND REQUIREMENTS**

The Visitor Engagement and Volunteer Officer will be a property key holder for Fairfax House and will form part of the emergency response team. This will involve being asked to respond to alarm calls out of hours in the event of an emergency.

You will also:

- Develop a good knowledge and genuine interest in the property and its collections.
- Deliver a consistently high level of customer service so that our customer’s expectations are exceeded.
- When providing cover for museum front of house activities provide prompt, efficient and courteous attention to the requirements of customers both in the gift shop and reception.
  - Cash Handling and check floats at the beginning and end of each day to ensure accuracy of daily takings.
  - Ensure every opportunity is taken to increase sales, convert visitors to customers, and ensure high levels of customer service are provided.
  - Effectively promote Gift Aid achieving targets for Gift Aid recovered on admissions.
  - Ensure you have a good knowledge of the York Civic Trust and the property to provide accurate and positive information to all our visitors and allow the active promotion of Membership.
- Undertake any other duties that may be reasonably requested by your line managers.
- Attend staff meetings and any training courses as required to meet the requirements of the post.

## **What we are looking for in a Visitor Engagement and Volunteers Officer ...**

<b>Experience</b>		<b>Essential/ Desirable</b>
	Proven Experience of delivering and overseeing front of house activities within a heritage or cultural institution.	E
	Demonstrable Experience of developing and managing volunteers	E
	Proven successful experience of working within a historic house or museum environment.	D
	Demonstrable experience of working with digital records management systems.	D
	Experience developing partnerships	E
	Experience of managing and achieving results personally and through others.	E

	Proven excellent administrative experience with the ability to prioritize and co-ordinate multiple activities to meet deadlines on time.	E
	Proven evidence of developing and maintaining commercial paperwork, procedures and licenses	
<b>Knowledge</b>	A relevant undergraduate degree (or equivalent experience) in History, History of Art, Museum Studies or another related subject.	D
	A demonstrable commitment and knowledge of the history and heritage of York and the values, aims and objectives of York Civic Trust.	D
<b>Skills</b>	Well-organised and attentive to detail, always being thorough in their approach.	E
	People-focussed with excellent customer service skills	E
	An excellent team player, working alongside colleagues, volunteers, sharing knowledge and information, helping to create a great place to work.	E
	Committed to improving access to heritage for diverse audiences	E
	Able and willing to respond quickly to the needs of York Civic Trust, with a flexible approach to working hours and the ability to travel within the city and further afield as required	E
	Good communication skills; able to articulate and present ideas in a clear coherent way both verbal and written	E
	Excellent interpersonal skills	E
	Professional demeanor and diplomatic skills Positive work ethic: professional, enthusiastic, conscientious, dependable	E
	Capable of moving equipment, supplies, furniture and other collections objects. Due to the nature of this being a Grade I listed building, across multiple floors, equipment and supplies needs to be carried up and down stairs and some the storage areas are not easily accessed.	E

**Development Opportunities:** (The post holder will have an agreed and individual Professional Development Programme which will be regularly reviewed and will include but not be exclusive to the following areas)

- To increase knowledge and professional skills in related areas of the role
- To research and gain knowledge with regards to York Civic Trust's audiences
- To gain further understanding and experience of the other areas of York Civic Trust's work - museum, heritage and place making.