



## Job Description

**Job Title:** Admin Assistant: Visitor Services  
**Reports to:** Visitor Experience Manager (VEM)  
**Hours work:** 11 hours per week (average) including 7.5 hours per week and at least one weekend per month

### Job Summary

The Admin Assistant will support the Visitor Services team by completing visitor reports, logging visitor and volunteer data, and updating the Trust's digital outputs.

The postholder will also provide Front of House support on weekends and bank holidays as needed, supervising the day-to-day operation of the Visitor Centre and taking supervisory responsibility in the provision of service to visitors.

### Principal Responsibilities

1. Using Excel to:
  - Record visitor numbers, tour attendee numbers and virtual visitor numbers on a weekly basis
  - Log Gift Aid donations for HMRC
  - Calculate the percentage of donations collected through various channels each month
  - Record responses to tour feedback surveys
  - Maintain Volunteer database
2. Working online to:
  - Input visitor survey responses into the Audience Finder platform
  - Respond to visitor comments on TripAdvisor, Google Business and other review sites
  - Design the monthly e-newsletter
  - Download monthly reports from Google Analytics
  - Use Google Ads to promote the Visitor Centre
3. Compile the Visitor Services performance dashboard by collating key performance indicators and calculating the percentage increase/decrease
4. Using the EPoS till software to:
  - Run till reports on a monthly basis and record figures for average transaction values

#### 5. Supervising the Visitor Centre

- Unlock and lock the Centre, including deactivating and activating the intruder alarm
- Resolve any volunteer absences in a timely manner
- Support volunteers in delivering a friendly welcome to visitors and assisting those on duty
- Act as keyholder for volunteer guides leading underground experiences
- Support and oversee sales of goods from the gift shop
- Act as the first point of contact for visitor enquiries and/or complaints
- Ensure the Visitor Centre is clean and tidy and take action if required
- Ensure that the gift shop is kept well-stocked
- Cash up at the end of the day

#### 6. Other duties as required

### **Skills, Qualifications and Personal attributes (Required)**

- IT skills; particularly a good working knowledge of Excel
- Literacy and numeracy skills
- Customer service experience
- Responsible and reliable

### **Preferred**

- Knowledge of EPOS till systems
- Interest in museums and heritage