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WE ARE HIRING!



Visitor Assistant

POST ID: ENTATT10
LOCATION: Shire Hall, Monmouth
LOCATION: Abergavenny
SALARY: Band D £28,153 - £30,023 pro rata
HOURS: 7.5 hrs per week
CONTRACT: Permanent
WORK PATTERN: Every Friday
DBS CHECK: No
CLOSING DATE: Sun 6th December
INTERVIEWS: 17/18 December

We're looking for a friendly, motivated individual who enjoys working with people and takes pride in helping Shire Hall Museum thrive. You'll welcome visitors, provide tourist information, help maintain high presentation standards across the site, and ensure every visitor has a memorable experience. As a visible member of the museum team, you'll engage with visitors, share your enthusiasm for this special place, and inspire support for its future protection and enjoyment.

WHY SHOULD YOU WORK FOR MONMOUTHSHIRE COUNTY COUNCIL?
A MESSAGE FROM OUR CEO

Who are we?

The Place & Community Wellbeing Directorate is dedicated to improving quality of life and shaping sustainable places. We deliver a broad portfolio of services working together to create healthy, inclusive communities and thriving resilient places.

Shire Hall, Monmouth is being refurbished during 2026. New galleries will highlight the history of Monmouth and our internationally significant Nelson collection. This project will transform the building into a vibrant, accessible community space.

OUR VALUES

- Teamwork
- Flexibility
- Openness
- Fairness
- Kindness

WHAT WE CAN PROVIDE YOU WITH

- **Opportunities for professional development.**
- **Opportunities to develop Welsh Language skills.**
- **Access to health and well-being support.**
- **Access to Local Government Pension Scheme.**

Submit your application via: **www.monmouthshire.gov.uk**

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JOB DESCRIPTION

• Support the day-to-day operation of the site, ensuring the efficient, safe and effective delivery of services during opening hours and assisting with the smooth running of the venue.
• Deliver a high-quality visitor experience through excellent customer care, including welcoming visitors, providing tourist information, handling enquiries in person and by telephone, processing sales and payments, and resolving customer issues or complaints.
• Provide front-of-house support, including operating till systems, cash handling, end-of-shift banking procedures, relaying calls and messages, and maintaining accurate records in line with audit requirements.
• Assist with the planning, preparation and delivery of events and activities, including educational activities and special events, undertaking room preparation, equipment set-up and take-down, and providing operational support as required.
• Undertake designated operational responsibilities and project work, ensuring tasks are completed to agreed standards and timescales while contributing to the overall objectives of the Museums and Attractions service.
• Act as a keyholder for the site, attending call-outs and responding to operational issues when required.
• Develop and maintain an understanding of Museums and Attractions services, priorities, targets and the Heritage Strategy, contributing to the delivery of a high-quality public service.
• Follow established procedures relating to the acceptance of donated materials and other site-specific operational processes.
• Support site security by monitoring CCTV systems, conducting patrols and inspections, carrying out daily site checks and ensuring public areas remain safe and secure.
• Carry out routine maintenance and housekeeping duties, including inspections, litter collection, cleaning tasks and ensuring facilities remain clean, presentable and fit for use by visitors and staff.
• Carry out all daily, weekly & monthly health and safety compliance checks
• Comply with all relevant Council policies, procedures and legislative requirements, including Equal Opportunities, GDPR/Data Protection, Health and Safety, and Safeguarding responsibilities.
• Provide flexible support across all areas of site operations, adapting to service needs and assisting colleagues to ensure the successful delivery of activities, events and visitor services.

SAFEGUARDING:

Child and Adult Protection are key priorities for the School and Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. You are responsible for playing your part in the well-being, safety and protection of children and adults at risk. You will have a responsibility to participate in training to the appropriate level of safeguarding and have a duty to fulfil your personal responsibilities for safeguarding.

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PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL / DESIRABLE	HOW WILL IT BE ASSESSED
1. EDUCATIONAL/QUALIFICATIONS/KNOWLEDGE		
1.1. Grades A to C in 5 GCSEs or equivalent	Essential	Application form
2. EXPERIENCE		
2.1. Experience of working in a tourism related service or a visitor attraction	Desirable	Application form and interview
2.2. Experience of ICT packages and computerised FOH booking and till systems.	Essential	Application form and Interview
3. APTITUDE AND SKILLS		
3.1. To be passionate and committed to the delivery of a quality service with an awareness of customer care principles;	Essential	Application form
4. PERSONAL QUALITIES/ATTRIBUTES		
4.1. Commitment to working as part of a team; Confident and assertive and be able to perform well under pressure and without direct supervision	Essential	Application form and interview
4.2. Willingness to undertake staff development training in order to improve in the post.	Essential	Application form and interview
4.3. To be flexible and have the willingness to work when required and at different sites.	Essential	Application form and interview
5. COMMUNICATION		
5.1. Possess good levels of communication skills to be able to communicate to different levels of staff/management, user groups, customers and members	Essential	interview
6. OTHER REQUIRMENTS		
6.1. Key-holder, abie to attend premises/respond to alarm call.	Essential	App form & interview
6.2. Independently mobile within a geographical area	Desirable	App form & interview
6.3. Welsh Language Skills	Desirable	Application form

Should you require any further information regarding this post, please contact:
joekillingley@monmouthshire.gov.uk