

Job title:	Visitor Engagement Host	Position type: <i>(E.G. full-time, part-time, permanent, seasonal)</i>	Variable
Department:	Front Of House	Hybrid working?	No
Location:	Beaulieu Visitor Attraction	Driving licence required?	No
Salary range:	Hourly Paid	Start date:	TBC
Study package avail.?	No	Date posted:	26/03/2024
Travel required?	Between attractions – Bucklers Hard and Beaulieu	Application cut-off date:	26/04/24

Reporting lines:

FOH Supervisors -> Duty Manager -> Richard Simmonds

Purpose of the role:

Bring the characters of Beaulieu’s vibrant past to life and exceed the expectations of our visitors. Visitor Engagement Hosts will be part of the operations team and will be trained on various aspects of the attraction – these include driving the replica veteran bus, the historic monorail, the admissions team and the gift shop. However, the focus will be the performance you give to our visitors. We have character roles that integrate with our operational roles that will assist our visitors understanding of our historically diverse attraction.

Job description

ROLE AND RESPONSIBILITIES

Main Duties:

- ❖ Embody Beaulieu’s characteristics of being knowledgeable, playful, charming and idiosyncratic / quirky.
- ❖ Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- ❖ We expect all staff to be able to engage with our visitors – to approach them rather than wait to be approached. Bring a smile to our customers and make them feel welcome.
- ❖ Operate our rides in accordance with our safety procedure and training and look for ways to exceed the customers expectations. To adhere to the company’s standard operating procedures, health and safety policy and risk assessments
- ❖ Work alone, and as part of a team to provide a memorable visit.
- ❖ Be vibrant and approachable at all times.
- ❖ Occasionally, assist with evening and event operations.
- ❖ To undertake any other reasonable tasks as requested by the Visitor Services Manager, Duty Manager, Area Supervisor and the Duty Director
- ❖ Presentable and proud of their role

- ❖ Expected to work both outdoors and indoors in all weather.

Area Specifics – Rides and Drives

- Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- To operate each ride in accordance with the Rides and Drives Standard Operating Procedures and Risk Assessments
- To be responsible for cash handling, tickets and vouchers according to the system in operation at each work station, including cashing up at the end of the day and accounting for the money and tickets in your area of responsibility
- Complete daily ride operator checklists and workshop handover sheets
- Report any unsafe acts or hazard to your Supervisor.

Area Specific – Visitor Reception

- Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- To admit visitors to the Beaulieu complex by selling tickets in accordance with the prevailing admissions and cash handling Standard Operating Procedures
- To explain the admissions procedure to visitors and how the various vouchers and Gift Aid works
- To sell current brochures and guidebooks
- To deal with visitor issues and questions and to involve the Visitor Reception Supervisor if you are unable to resolve the matter yourself
- To advise the Visitor Reception Supervisor of any issues arising which affect the VR operation

Area Specific – Gift Shop

- Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- Presenting and operating within the Gift Shops in a professional manner.
- Aiming to maximize visitors' enjoyment by advising and helping.
- Operating the tills.
- Re-stocking the shop.

Area Specifics – Museum

- Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- Find exciting ways to bring the collection of vehicles to life for the visitors.
- Be a visual deterrent by continually walking around the collection.

Area Specific – Buckler's Hard

- Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.
- To admit visitors to the Buckler's Hard museum by selling tickets in accordance with the prevailing admissions and cash handling Standard Operating Procedures
- To explain the admissions procedure to visitors.
- To sell current brochures and guidebooks

- To deal with visitor issues and questions and to involve the Buckler's Hard Supervisor if you are unable to resolve the matter yourself
- To advise the Buckler's Hard Supervisor of any issues arising which affect operations.

Area Specifics – Visitor Engagement / Character roles

Within the daily operations team we are looking for a team of staff who in school holidays take on more Visitor Engagement focus / character roles. Beaulieu would love to bring history to life for our visitors –

- Work with our Visitor Engagement team to develop exciting and creative ways to inspire, educate and entertain our visitors through the telling of our vibrant history and heritage.
- Drive our historic vehicles on site – portraying the person of the era of the vehicle – being able to give a true understanding of how vehicles changed everyday life.
- Take part in the daily vehicles parades – narrate / portray
- Be willing to learn about the 'Beaulieu Historic characters' and embody them.
- Enchant visitors with Beaulieu stores / facts.
Be the centre of every selfie!

Reviewed by:	LG	Date:	12/01/2024
Approved by:	RS	Date:	13/01/2024
Last updated by:	LG (HR)	Date/Time:	19/1/2024