

<b>Job title:</b>	Visitor Engagement Host	<b>Position type:</b> (E.G. full-time, part-time, permanent, seasonal)	Variable
<b>Department:</b>	Front Of House	<b>Hybrid working?</b>	No
<b>Location:</b>	Attraction	<b>Driving licence required?</b>	Yes
<b>Salary range:</b>	£12.31ph (NMW)	<b>Start date:</b>	18 <sup>th</sup> March – November 7 <sup>th</sup> 2026
<b>Study package avail.?</b>	No	<b>Date posted:</b>	10/02/2026
<b>Travel required?</b>	Between attractions – Bucklers Hard and Beaulieu	<b>Application cut-off date:</b>	23/02/2026
<b>Reporting lines:</b>			
→ FOH Supervisors -> Duty Manager -> Visitor operations manager			
<b>Purpose of the role:</b>			
We are looking for vibrant and approachable staff to welcome our visitors to our historic destination attraction. Our seasonal position is a multiskilled role where you can work in our gift shop, our admission area or amongst the attraction. We want to exceed our visitor's expectation with our customer service and knowledge.			
<b>Qualifications</b>		<b>Assessment approach</b>	
Driving License		Essential	Shortlisting
<b>Experience</b>		<b>Assessment approach</b>	
Customer facing experience, interacted with customers		Essential	Shortlisting / Interview
Engaged Confidently with a wide range of people		Desirable	Shortlisting / Interview
Cash handling or ticketing		Desirable	Shortlisting/ Interview
Customer sales within a shop environment		Desirable	Shortlisting / Interview
<b>Skills</b>		<b>Assessment approach</b>	
Ability to be welcoming, calm under pressure and professional.		Desirable	Interview
Can assist visitors with empathy, flexibility and awareness		Desirable	Interview
<b>Knowledge and understanding</b>		<b>Assessment approach</b>	
Health and Safety		Desirable	Interview
Safeguarding awareness		Desirable	Interview
<b>Attributes</b>		<b>Assessment approach</b>	
Warm friendly and enthusiastic with a positive attitude		Essential	Interview
Excellent communicator who can engage people of all ages		Essential	Interview
A great team player who supports colleagues and contributes to a welcoming environment		Essential	Interview

Job description
<b>ROLE AND RESPONSIBILITIES</b>
<b>Main Duties:</b>
<ul style="list-style-type: none"><li>❖ Embody Beaulieu's characteristics of being knowledgeable, playful, charming and idiosyncratic / quirky.</li><li>❖ Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.</li><li>❖ 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.</li><li>❖ 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</li><li>❖ Work alone, and as part of a team to provide a memorable visit.</li><li>❖ Be vibrant and approachable at all times.</li><li>❖ Occasionally, assist with evening and event operations.</li><li>❖ To undertake any other reasonable tasks as requested by the Visitor Services Manager, Duty Manager, Area Supervisor and the Duty Director</li><li>❖ Presentable and proud of their role</li><li>❖ Expected to work both outdoors and indoors in all weather.</li></ul>
<b>Area Specifics – Rides and Drives</b>
<ul style="list-style-type: none"><li>• Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.</li><li>• To operate each ride in accordance with the Rides and Drives Standard Operating Procedures and Risk Assessments</li><li>• 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</li><li>• Complete daily ride operator checklists and workshop handover sheets</li><li>• Report any unsafe acts or hazard to your Supervisor.</li></ul>
<b>Area Specific – Visitor Reception</b>
<ul style="list-style-type: none"><li>• Provide an animated greeting to all our visitors, giving knowledgeable answers to their questions and transport them with your storytelling.</li><li>• To admit visitors to the Beaulieu complex by selling tickets in accordance with the prevailing admissions and cash handling Standard Operating Procedures</li><li>• To explain the admissions procedure to visitors and how the various vouchers and Gift Aid works</li><li>• To sell current brochures and guidebooks</li></ul>

- 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.
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**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.