

Roundhouse Welcome & Service Assistant

About Roundhouse Birmingham

Roundhouse Birmingham is a heritage enterprise and independent charity.

It was created through a landmark partnership between by Canal & River Trust and National Trust to find a new and sustainable purpose for one of Birmingham's hidden gems, the Roundhouse.

Roundhouse Birmingham will offer visitors a chance to See the City Differently through a range of volunteer-powered guided city and canal tours, while securing a sustainable future for the historic site through our range of lettable spaces. With our custodianship of the Roundhouse and its story as a starting point, we will create links between our visitors, volunteers, and city.

We believe in the social benefit of connecting people with the unique stories and special places that Birmingham has to offer, across streets, canals and public spaces.

We will work with our volunteers and partners to find innovative and entrepreneurial ways to champion our city's heritage, doing our bit to make Birmingham a destination for visitors from near or far.

Roundhouse Birmingham is opening to the public in July 2021.

www.roundhousebirmingham.org.uk

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

About the Roundhouse Visitor Centre

- April-September, Tuesday – Sunday, 9.30am-4.30pm, 6 days per week (closed Monday's)
- October-March, Wednesday-Sunday, 10am-4pm, 5 days per week (closed Monday's and Tuesday's)
- Evenings tbc

The Roundhouse Visitor Centre and activities will be closed over the Christmas period – exacts dates tbc.

Roundhouse Birmingham Visitor Centre will be managed by Welcome Staff and supported by Welcome Volunteers during all opening hours.

Role Summary

Roundhouse Birmingham is opening to the public in July 2021. It's an exciting time to join the team. Along with all members of the Roundhouse Visitor Welcome Team, this new role, based in the Roundhouse Visitor Centre, will involve engaging with visitors, introducing them to the history of the Roundhouse, and making them feel welcome and at home in this beautiful city-centre heritage attraction and activity centre.

Key elements of the role will include:

- Front of House support – welcoming visitors, answering queries
- Processing bookings
- Merchandise sales and stock control
- Collecting visitor experience feedback
- Supplying visitor centre information
- Checking visitors onto tours

Role Requirements

This role is being advertised as an annualised contract, with the expectation that there will be regular hours as detailed below, as well as occasional evenings and other days to cover staff annual leave.

- Tuesday 0900-1700
- Wednesday 1300-1700
- Saturday 0900-1700
- Sunday 0900-1700

This post is open to applicants who are unable to fulfil all the hours but would be interested in a job share. Please state your preference/availability in your application.

Any specific equipment or uniform required for the role will be provided.

Who we're looking for

- Can demonstrate an empathetic, understanding and adaptable approach to different people's needs, with a passion to deliver the highest standards of customer care.
- Good team worker - flexible and adaptable and willing to grow experience and skillset across several different operation aspects of the property
- Strong customer service skills
- Skilled listener with great people skills
- Strong written and verbal communication skills
- Well organised and able to work with minimum supervision
- Someone who thrives in a busy, bustling environment
- Someone who will bring enthusiasm and positivity to the role, and who will embody the Roundhouse 'smiley' ethos.

Timeline

Closing date:	Sunday 23 May
Interview date:	Thursday 3 June, in person, if possible, at Roundhouse Birmingham
Start date:	Training days: Wednesday 30 June and Thursday 1 July Role to commence Saturday 3 July