

Roundhouse Visitor Centre Assistant

Headline information

Salary:	£11.64 per hour
Contract:	Fixed term for 12 months Zero-hour contract
Days/hours:	The postholder is required to work weekends and bank holidays Other days/hours to cover holiday, sickness and seasonal periods Further details below
Annual leave:	25 days per year, plus bank holiday, pro rata
Closing date:	Sunday 1 December, 23:59
Interview date:	Friday 13 December at Roundhouse Birmingham
Start date:	From Saturday 11 January 2025

About Roundhouse Birmingham

Roundhouse Birmingham is an 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 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 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 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.

www.roundhousebirmingham.org.uk

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

Roundhouse Visitor Offer and Operating Hours

Visitor Centre and public activity programme

- 5 days per week (Wed-Sun) 9.30am-4.30pm
- Open around 48 weeks of the year (closed over Christmas and new year)

Roundhouse Operations Office

- 7 days per week, 8.45am-5.30pm



Made possible with

Heritage Fund

Role Summary

We have a wonderful opportunity for someone who is passionate about engaging with people and delivering excellent customer service. Based in the Roundhouse Visitor Centre, the role of Visitor Centre Assistant (internally referred to as Welcome & Service Assistant) will involve promoting the Roundhouse offer, introducing visitors to the history of the Roundhouse, and making them feel welcome and at home in this beautiful city-centre heritage attraction and activity centre. At Roundhouse Birmingham, we want to 'do things differently, see things differently, and care for things differently', so you'll be engaging with a diverse range of people, and developing new and existing relationships with visitors, partners, volunteers and tenants.

Key elements of the role will include:

- Warmly welcoming visitors and managing enquiries e.g. email/phone/social media/in person
- Promoting and selling our bookable offer and merchandise to visitors
- Processing public and private bookings
- Merchandise sales and stock control, including cash handling
- Checking visitors onto tours and collecting visitor experience feedback
- Working with Welcome Volunteers and Volunteer Tour Guides
- Delivering short tours of the Roundhouse
- Creating social media content, keeping our platforms up to date and monitoring/responding to messages
- Monitoring and responding to online reviews

Role Requirements

This role is being advertised as a zero-hour contract, with weekends as the primary working days. Our expectation is the postholders will be required to work 2-3 weekends per month. This can flex up to include weekdays and evenings to cover holiday, sickness and busier seasonal periods. Wherever possible we aim to offer a consistent working pattern, however it may be necessary for us to alter this pattern from time to time to suit the needs of the business. We'd give you as much notice of this as possible and discuss this with you.

We would discuss your availability upon successful completion of your application.

- Wednesday 0900-1300
- Saturday 0900-1700
- Sunday 0900-1700
- Bank holidays 0900-1700 (not open Christmas or new year)
- Weekdays and evenings as per the needs of the business

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

Who we're looking for

This role will suit someone who is keen to work weekends. We are looking for someone who has a friendly attitude and is comfortable with working independently during the quiet times as well as working well under pressure during the busy times. You will be confident in handling in-person, phone and email enquiries, and will always be professional and friendly. We are keen to find someone who thrives in a public-facing role, who is happy to approach visitors and ensure they receive a warm welcome to the Roundhouse. There are times when the Visitor Centre is quiet, at which point the post-holder will have the opportunity to demonstrate strong multi-tasking and communication skills, ensuring all our digital communications are handled, our social media platforms are updated and our merchandise is fully stocked. You will be numerate and comfortable handling cash. Candidates over 18 only need apply. You will succeed in this role if you're a self-starter and comfortable working independently

For more information or an informal conversation, please call Anna Pickton, Operations Manager, 07970 553445.