



**Job Title:** Visitor Experience Assistant  
**Location:** Sumburgh Head Lighthouse Visitor Centre and Nature Reserve  
**Job Type:** Seasonal, Part-time/Casual  
**Salary:** £10.59 per hour  
**Department:** Sumburgh Head  
**Closing date:** 10am, Monday 28<sup>th</sup> March 2022

### Job Summary

1. To maximise our visitor's enjoyment of the Sumburgh Head Lighthouse Visitor Centre, providing outstanding customer services, maintaining a positive, welcoming environment, and a proactive and helpful attitude to all visitors and colleagues. You will provide a welcome to visitors, ensure they are safe and that the venue is presented to the highest standards. The duties are varied, and the post-holder will be expected to assist in many aspects of running the service.
2. The postholder will receive training on different aspects of the Sumburgh Head Lighthouse and Nature Reserve and respond to queries from visitors and deliver tours. The postholder will also be given the opportunity to support the delivery of family activities, retail, educational events, exhibitions and more. There may be opportunities to specialise in key interest areas.
3. Work will be based at Sumburgh Head. Weekend work will be required, and possibly some evenings.

### Duties

4. Proactively engage with visitors to ensure they experience high levels of customer service throughout the Visitor Centre and Nature Reserve.
5. Provide information, answer enquiries and handle complaints in a friendly and professional manner.
6. Enhance the visitors' experience by delivering presentations on the collections through talks, tours and working exhibits.
7. To assist the site supervisor by facilitating group visits and educational events, ensuring that the necessary resources and interpretative materials are available.
8. To maintain an appropriate knowledge of the exhibitions and wider site keeping informed of changes in the displays and latest wildlife sightings.

9. Be committed to ensuring high standards of health & safety and be familiar with Sumburgh Head Lighthouse Health & Safety policies, procedures and guidelines.
10. Visually safeguard the security of the site and respond appropriately to any incidents that may jeopardise safety.
11. To assist with retail operations including arranging and stocking the shop floor, sales, monitoring and occasional stock taking duties as required.
12. To assist with events and venue hire.
13. Support the monitoring, evaluation and response to visitor surveys and visitor feedback.
14. Be a 'Key Holder', with responsibility from time to time for the security of the buildings in which the duties are carried out.
15. Provide first aid and fire warden cover as required (training provided).
16. To undertake front of house administrative tasks as required.
17. Undertake general cleaning duties and inspections.
18. Any other duties appropriate to the post and in line with the needs of the Service.

## Person Specification

19. Please refer to the criteria below when completing your application form.

	<b>Essential</b>	<b>Desirable</b>
Personal features / qualities	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills comfortable talking to an audience</li> <li>• Self-confident and friendly</li> <li>• Assertive</li> <li>• Honest, responsible and diligent</li> <li>• Ability to remain calm under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Shows initiative</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Servicing or interfacing with the public</li> </ul>	<ul style="list-style-type: none"> <li>• Retail</li> <li>• Delivering workshops or events</li> <li>• Working in Visitor Experience</li> <li>• Working with children</li> <li>• Dealing with complaints</li> </ul>

	<b>Essential</b>	<b>Desirable</b>
Education / Qualifications	<ul style="list-style-type: none"> <li>• Basic reading, writing and numeracy skills</li> <li>• Basic computer skills</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid at Work qualification</li> </ul>
Additional skills, abilities and knowledge	<ul style="list-style-type: none"> <li>• Ability to work within a team</li> <li>• Interest and knowledge of Shetland's history and culture</li> <li>• Holder of a driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• Social Media</li> <li>• Knowledge of natural heritage and/or Lighthouse history</li> <li>• Physically fit</li> </ul>