


Visitor Services: Welcome Coordinator

Job Specification

Salary	Band 5: £25,000 - £30,000	
Hours	37.5 per week	Normal Working Days: Sunday - Thursday
Annual Leave		
Pension	Eligible to join the company pension scheme	
Contract	Permanent	
Starting Date	March 2025	

Be Part of Our Story

Powderham is a much-loved place for days out that transports visitors back in time to experience the rich history and culture of Devon from the past 700 years. Located in the Kenn Valley on the bank of the River Exe. Powderham offers a unique setting for individuals, families and groups to immerse themselves in nature and heritage.

Our purpose is to welcome as many people as possible, to share the experience of and thereby contribute to, a thriving, family owned estate at the heart of Devon. Powderham serves the community and environment with generosity and care, and in doing so, leaves Powderham slightly better for the next generation.

Be Part of Our Public Opening Team

You will be joining the public opening team at Powderham, together you are responsible for ensuring Powderham achieves our objectives of becoming the premium heritage family destination in Devon, a space for excellence within education, and making Powderham relevant for all audiences. In order to achieve this you will be expected to support the wider public opening team by:

- Collaborating and communicating effectively with the rest of the visitor services team, to ensure a positive working relationship and provide excellent visitor service.
- Acting as a Duty Manager (as required), including cash handling, first aid responder, health and safety, accident reporting, fire alarm response, customer care, and key holder responsibilities.
- Request and learn from visitor feedback, to ensure that we remain relevant for audiences of all demographics.
- Do what you can to ensure that visitor experiences are always positive, seek opportunities to go above and beyond to exceed expectations.

Welcome Coordination Responsibilities

As our Visitor Services Welcome Coordinator, you will be expected to lead the welcome team, at the Welcome Centre, Castle Entrance and Secret Garden Entrance. For most visitors you will be their first point of contact, either on arrival, or by responding to enquiries on the phone or via email in advance or following their visit. Your key responsibilities will be:

- Maintain a high level of cleanliness and presentation in the Welcome Centre.
- Greet and Assist Visitors, providing a warm and welcoming atmosphere.
- Provide visitors with the relevant information on their arrival.
- Handle enquiries, answer questions, provide all the relevant information, or refer them to the correct person when necessary.
- Ensure visitors' needs are met, including accessibility accommodations and special requests.
- Process ticket sales, memberships, and merchandise purchases accurately and efficiently.
- You will be required to monitor stock levels of products and supplies, requesting re-orders when necessary.
- Prepare and distribute new membership packs when a visitor purchases online or in-advance.
- Gather visitor feedback and suggestions to improve services or the offering.
- Proactively encourage visitors to participate with other activities or add-ons whilst they are visiting.
- You will receive regular audit reports and should work with the team to boost these results and look for ways to apply the learning and feedback directly to your work to improve visitor experience and feedback.

Qualifications and Prior Experience

No specific qualifications are required for this role.

Previous experience in customer service or visitor service roles would be advantageous, particularly within tourism, hospitality or leisure environments.

Equality, Diversity and Inclusion Policy

Powderham is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. Powderham – in providing goods and/or services and/or facilities – is also committed against unlawful discrimination of customers or the public. Our full EDI policy is available on request.

Application Process

If you are enthusiastic about history, enjoy engaging with visitors, and want to play a pivotal role in preserving and sharing our heritage, we encourage you to apply for the position of Visitor Services: Welcome Coordinator at Powderham. Join us in creating memorable experiences.

To apply, send a CV and Cover Letter to apply@powderham.co.uk by XXX. Interviews to be held between XX and XX.

Flexible start date, but typically one-month from a successful interview and job offer letter.
