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| RECRUITMENT NOTICE |
| Visitor Experience Assistant£10.60 per hour **6-month contract – 35 hours per week** |
| **Who we are**  The Old Royal Naval College is one of London’s most popular visitor attractions, at the heart of the Maritime Greenwich World Heritage Site, welcoming 1.4m visitors annually. This is a truly exciting time to join the organisation - we are embarking on our most ambitious transformation to become an extraordinary cultural destination. We are doing this by living our values of Bold | Embracing | Imaginative | Resourceful.  **The role**  The Greenwich Foundation for the Old Royal Naval College is looking to appoint a Visitor Experience Assistants to our Visitor Experience & Retail Team. The postholder will help us deliver our exciting visitor offer and engage with our visitors to meet our ambitious visitor and sales targets. We are looking for a pro-active and customer-focused individual with excellent sales and interpretation skills, who is at ease working with the public.  You will need to be a confident communicator and be able to respond quickly and positively in a changing environment. Being flexible in your approach will be essential as you will be engaging with visitors in a variety of ways across the site.  The Visitor Experience Assistant will be expected to maintain a high-level of knowledge about the Old Royal Naval College and its history, retail products, and ticketing offers, so a natural sense of curiosity or a love of learning will be required. You will demonstrate excellent communication and inter-personal skills, as well as the ability to work effectively as part of a team. You will have proven customer services experience, ideally in a museum or heritage site.  Applicants must be able to demonstrate the following essential requirements:   * Ability to work effectively in small teams, quickly building positive working relationships. * Exceptional customer care skills * Highly motivated and proactive, with excellent interpersonal skills * Calm under pressure, flexible, friendly and helpful. * Confident speaking to the public; conveying stories and information   *(For the full job description and person specification, please click here).*  *Applicants should apply by submitting a CV and covering letter (2 pages maximum), outlining how you fulfil the requirements of the person specification.  Please send your CV via email or post by the closing date as outlined below, marked PRIVATE & CONFIDENTIAL to:*  **HR Department, Greenwich Foundation for the Old Royal Naval College, 2 Cutty Sark Gardens, Greenwich,**  **London, SE10 9LW**  Email: [recruitment@ornc.org](mailto:recruitment@ornc.org)  **Closing Date: 12 noon, Wednesday 15 June 2022**  **Proposed date of interview: w/b 20 June 2022**    *The Foundation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.*  *Our employees enjoy a generous benefits package* |