

# RECRUITMENT NOTICE

## Visitor Experience Assistants

**£12.15 per hour**

**Full-time and 3 or 4 day roles available (6 months minimum)**

Old Royal Naval College is the centrepiece of Maritime Greenwich, a UNESCO World Heritage Site with a long and celebrated over 600-year-old history. Today this must-see London landmark is a popular visitor attraction and home to the magnificent Painted Hall, one of the finest Baroque interiors in Europe, epic art installations, fashion shows and a world-famous film and TV location. Visitors can discover Tudor archaeological finds, enjoy award-winning tours, and explore the Christopher Wren-designed buildings and beautiful riverside grounds.

### **The role**

The Greenwich Foundation for the Old Royal Naval College is looking for Visitor Experience Assistants to join our Visitor Experience & Retail Team. Postholders 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.

Visitor Experience Assistants 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 interpersonal 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

*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 marked PRIVATE & CONFIDENTIAL to:*

**HR Department, Greenwich Foundation for the Old Royal Naval College, 2 Cutty Sark  
Gardens, Greenwich,  
London, SE10 9LW**

Email: [vearecruitment@ornc.org](mailto:vearecruitment@ornc.org)

*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*