

RECRUITMENT NOTICE

Visitor Experience Assistant **£13.85 per hour** **Weekend role available (2 days)**

We are looking to appoint a new Visitor Experience Assistant to our Visitor Experience & Retail Team to support our upcoming programmes. New recruit 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 proactive and customer-focused individuals with excellent sales and interpretation skills, who are 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 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

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: vearecruitment@ornc.org

Closing date: Monday, 23 June 2025

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