

LEEDS CASTLE

DESIGNED TO ENTERTAIN & AMAZE

VISITOR SERVICES STEWARD

Role Profile & Job Description



LEEDS CASTLE

JOB DESCRIPTION

JOB TITLE: *Visitor Services Steward*

REPORTS TO: *Visitor Operations Manager & Visitor Operations Assistant Manager*

DEPARTMENT: *Day Visitor Operations*

LOCATION Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.

PURPOSE **TO ENHANCE THE DAY VISITOR EXPERIENCE BY GREETING VISITORS AND PROVIDING A SOURCE OF INFORMATION TO THEM AT A VARIETY OF LOCATIONS AT THE CASTLE, CAR PARKS, VISITOR ATTRACTIONS AND ACROSS THE WIDER ESTATE AS REQUIRED.**

KEY TASKS

- To observe and anticipate all visitor needs, responding in a welcoming, cheerful manner.
- To offer information to visitors as required
- To maintain the appearance of a designated work area throughout the day, as required.
- To ensure that such a designated working environment is safe for visitors and that the company's property is protected.
- To maintain communication channels to colleagues via the radio network.
- To be available to assist with any emergency liaising with Visitor Operations Managers as required.
- To provide support for wheelchair users, facilitating their enjoyment of the grounds where required.

- To assist and respond to any visitors or staff who may require assistance and escalating to a relevant manager, supervisor or first aider where appropriate.
 - To participate in Leeds Castle's commitment to improve and develop the service provided to Day Visitors enhancing their overall visit.
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CORE ACCOUNTABILITIES

- Excellent organisation, communication and team building skills.
- Follow Company regulations in Health & Safety and maintain a safe working environment.
- To ensure personal standards of presentation, performance and attendance beyond reproach at all times.

SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED

- Friendly and welcoming qualities. Customer service focused.
- Strong team player.
- Adaptable to surroundings.
- A willingness to work in all areas across visitor operations and the big events.

In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised below:

VISION	To be the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight
VALUES:	WELCOMING: Everyone is treated as a valued guest
	BEHAVIOUR: We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.
	SURPRISING: We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches
	BEHAVIOUR: We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.
	ENDURING: As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.
	BEHAVIOUR: We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.
	NURTURING: We continue the estate tradition of looking after our people & communities.
	BEHAVIOUR: We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.

I have read and understood the above Job Description.

Signed Date