



Job Description –

Post Details

Job title:	Seasonal Visitor Centre Supervisor, £14 p/h
Directorate:	Northumberland Estates – Syon Park
Function:	House Opening, March – October. Although the position runs seasonally from March to October, we are looking to appoint a suitable candidate as soon as possible
Post reports to:	House Manager
Days/Hours:	Sunday, Monday & Tuesday, 08:00 – 17:00

Purpose of job:

We are seeking a professional, friendly, and highly organised Visitor Centre Supervisor to join our team on a seasonal basis. This role is an excellent opportunity for an individual with strong customer service and administrative experience to become the first point of contact for visitors, clients, and guests, helping to create a welcoming and positive experience while supporting the day-to-day operations of the Visitor Centre and Estate Office.

This is a seasonal position running from March to October, with the opportunity for the role to become permanent for the right candidate.

Key Responsibilities:

Visitor Services & Customer Experience

- Welcome and assist visitors to the estate, always providing professional and friendly customer service.
- Manage admissions, ticket sales, retail transactions, memberships, and general visitor enquiries.
- Provide accurate information and directions regarding the house, gardens, events, and facilities.
- Handle customer complaints and queries efficiently and professionally.
- Ensure the Visitor Centre and reception areas are maintained to a high standard of cleanliness and presentation.
- Monitor visitor flow and support a positive visitor experience throughout the site.

Reception & Administrative Duties

- Operate the main reception area, answering incoming telephone calls and email enquiries promptly and professionally.
- Direct calls and enquiries to the appropriate departments when required.

- Carry out general administrative duties including filing, photocopying, data entry, correspondence, and record management.
- Support the Estate Office with day-to-day administrative tasks and communications.
- Manage deliveries and operate bollard access systems where required.

Retail & Stock Management

- Oversee retail operations within the Visitor Centre, including sales, merchandising, and stock presentation.
- Monitor stock levels and coordinate stock ordering and replenishment.
- Maintain accurate stock records using internal systems and update pricing information as required.
- Conduct stock checks, annual stock takes, and monthly stock reporting.
- Monitor perishable stock and ensure compliance with stock rotation procedures.

Cash Handling & Financial Administration

- Process cash and card transactions accurately and securely.
- Complete daily cashing-up procedures, banking, and financial reporting.
- Carry out safe checks and maintain accurate records of takings and petty cash.
- Prepare weekly figures and monthly financial reports as required.

Staff Supervision & Operations

- Support the supervision and training of Visitor Centre staff.
- Coordinate and maintain staff rotas using rota management systems.
- Ensure staff provide consistently high levels of customer service and operational support.
- Assist with the implementation of operational procedures and health & safety requirements.

Memberships & Bookings

- Process membership applications, payments, renewals, and pass creation for relevant schemes.
- Manage group booking enquiries via telephone and email.
- Coordinate tour bookings using internal diary systems and maintain communication with organisers.
- Raise invoices and maintain accurate booking records.

Security & Site Responsibilities

- Undertake keyholder responsibilities including end-of-day site checks, locking procedures, and alarm setting when required.
- Carry out garden lock-up procedures on weekends and bank holidays, ensuring all visitors have exited safely.
- Secure gates, visitor areas, and estate facilities as part of operational closing procedures.

Personal Skills & Attributes

- Strong organisational and multitasking abilities.
- Excellent customer service and interpersonal skills.
- Professional verbal and written communication skills.
- Experience within a visitor attraction, retail, hospitality, or customer service environment.
- Competent in Microsoft Office and administrative systems.
- Strong attention to detail and accuracy in administrative and financial tasks.
- Ability to work independently and as part of a team in a fast-paced environment.