

Visitor services – Reception duties

Requirement of role

- Willingness to learn new skills
- Willingness to work as part of a team
- Public speaking/communication skills
- Listening skills
- Numeracy/till/IT/public interface skills
- Ability to study key facts about Eskdale Mill and locality and remember important information
- Being welcoming and helpful
- A sense of humour and patience
- Being at ease with people from all backgrounds
- Ability to safely manage multiple groups of adults and children.
- Being able to respond positively to various situations, as they arise
- Maintaining good reputation of Eskdale Mill

Tasks to be undertaken

- Studying information about the heritage of Eskdale and Eskdale Mill in order to share with visitors
- Turn lights on/off in building
- Unlock and lock spaces
- Set up and close down visitor spaces
- Daily check of displays, mill buildings and grounds
- Keeping exhibition areas clean and presentable
- Operating till, card machine and online booking system
- Providing visitor support
- Issuing tickets and advice
- Maintaining gift aid admin
- Giving a short introduction to pre-booked and ad-hoc tour groups
- Receiving and answering questions
- Independently running the gift shop and reception
- Cashing up at the end of the day
- Any other tasks as they arise

Training – in-house & formal

- Background and content to specific heritage of the mill
- Customer service, visitor management and communication skills
- Supporting visitor groups at the mill
- Health and safety considerations
- Maintaining bookings diary and record-keeping systems
- Answering reception email enquiries
- Operating the till and card machine
- Using walkie-talkies
- Maintaining historical artefacts
- Opening and closing procedures
- Upholding EMHT data protection, safeguarding, health & safety policies
- Fire Marshall
- Emergency 1st Aid
- Upholding the volunteer agreement
- Upholding Kids in Museums manifesto and their ethos
- Reporting procedure for any issues arising

Reports to

- Mill Manager

Time commitment

1 day per week, or more



Visitor services – Stewarding, guided talks & demonstrations

Role will require

- Willingness to learn new skills
- Ability to study and remember key information
- Willingness to work as part of a team
- Public speaking/communication skills
- Ability to demonstrate mill equipment and explain clearly to visitors
- Ensuring good experiences for a range of visitors
- Being child- friendly
- Being at ease with people from all backgrounds
- A sense of humour and patience
- Ability to safely manage groups of people
- Delivering talks to schools and community groups, as appropriate
- Maintaining the good reputation of Eskdale Mill

Tasks to be undertaken

- Studying information about the heritage of Eskdale and specific history of Eskdale Mill and sharing with visitors
- Providing a short talk and demonstration to visitor groups
- Answering questions about the mill's history and interesting facts.
- Ad-hoc guided tours that meet the needs of different visitor groups
- Supporting the reception team
- Welcoming visitors into the mill reception to ensure good visitor management
- Promoting the mill to potential customers
- Fire safety and emergency lighting checks
- Other relevant jobs, as they arise.

Training – in-house & formal

- Background and content to specific heritage and workings of Eskdale Mill and the valley
- Leading demonstrations of mill machinery
- Health and safety
- Customer service, visitor management and communication skills
- Using the walkie-talkies
- Using the head-set and amplifier for public speaking, if applicable
- Fire Marshall
- Emergency 1st Aid
- Upholding values of Kids in Museums' manifesto and ethos
- Upholding the volunteer agreement
- Reporting procedures
- Upholding EMHT policies of safeguarding & health & safety and volunteer agreement.

Reports to

- Mill Manager

Time commitment

1 day per week, or more

