



Job Title: Visitor Welcome Assistant	
Managed by: Visitor Experience Manager, Senior Visitor Operations Manager, Assistant Visitor Operations Manager and Assistant Visitor Experience Manager	
Department(s): Visitor Experience	Location: Waddesdon, Aylesbury
Salary: £12.71 per hour	Contract Type: Flexible/Seasonal – (fixed-term contract until 30 November 2026)
Hours: Flexible working pattern on weekends, with occasional Wednesday-Friday working, dependent on business need. Includes Public Holidays (excluding Christmas Day and Boxing Day) and occasional shifts outside of the normal rota, as required. Working hours will vary depending on business needs across the main seasons. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work. Hours of work to suit the needs of the business (exclusive of breaks).	

The Role:

We are looking for enthusiastic, customer focused individuals to join the Visitor Experience department at [Waddesdon Manor | A French Renaissance-style château](#). As part of the team, the Visitor Welcome Assistant will work across the visitor operation in varied roles throughout the site during opening hours. They are responsible for delivering an exceptional experience to all visitors, who will feel welcomed, appreciated, and engaged as a consequence of the service and welcome provided.

What you will do:

In this role, you will be responsible for delivering multiple aspects of the visitor experience, from providing a friendly welcome on to the site, engaging with them about the history and collection, and protecting interiors and collections from damage. You will also support events and group visits, facilitating access across the site.

You will proudly act as an ambassador for Waddesdon, embodying the values and behaviors of the organization and demonstrating a genuine passion for the property, its history, and management.

Key responsibilities include but not limited to:

Visitor Care & Engagement

- Welcome visitors from around the world, answering their questions, enriching their visit, and ensuring the safety and security of the site
- Provide an exemplary level of visitor care throughout the visitor journey
- Manage customer concerns, resolving and/or escalating difficult situations where appropriate
- Have a broad knowledge of the site, including its history, access routes, way finding and key visitor facilities
- Ensure all visitors comply with all House safety and security procedures, delivering these messages in an appropriate manner

Opening the House Securely

- Assist in the preparation of the relevant visitor route by opening and closing the House each day as part of a team, including shutters, blinds, lights and curtains, taking particular care with historic collection items and fittings
- Ensure that all public spaces are consistently presented to the required standard and 'cleared' and locked down at the end of the day
- Monitor the visitor route and collection during House opening hours following a daily routine and ensuring the security of the building, collection and visitors
- Act as a 'tail' for guided tours, ensuring groups stay together

Collection Care

- Work collaboratively with the conservation department to ensure safe management of the collection, raising any collection concerns
- Have an understanding of conservation practices

Emergency/ Disaster Management

- Be aware of emergency and evacuation procedures and to act accordingly if an emergency should occur
- Play an active part in the fire evacuation procedure
- Follow instructions from the Security department to ensure the safety of staff, volunteers and visitors, as well as the collection

Facilitate Access

- Provide support with access across the site, including the training and safe operation of wheelchair ramps and lifts and making use of accessible routes
- Have a good understanding of access provisions, with particular reference to transport arrangements and the House admission and route

- Champion access for all across the property, supporting and staffing access provisions programmed throughout the year

Admissions & Operations

- Support day to day admissions by issuing and scanning entry tickets and selling admission tickets using an EPOS till
- Develop a good knowledge of our ticketing and till systems, including EPOS tills, ticket scanning devices, and GDPR compliance
- Ensure tills and ticket scanning devices are working as expected, and resolve or escalate any arising issues to a duty manager
- Support bus & admission queues, including strong radio communication with other areas of the site
- Directing vehicles across the site ensuring that visitors and deliveries reach the correct destination
- Assisting management of visitor parking, including the overflow car park during events and busy periods
- Ensure the presentation of the site and health and safety procedures consistently meet the standards expected
- Assist with setting up special events, including the lifting and moving of signage and setting up barriers and queuing systems

Membership

- Maintain knowledge of the National Trust membership offer, including accuracy in recruitment form completion
- Champion the cause of the National Trust membership scheme and the corresponding benefit to the property

You will be a great fit if:

You are a passionate and customer-focused individual who thrives in a fast-paced environment. You enjoy helping people and have a genuine desire and ability to work in a front-line environment. A team player at heart, you are also proactive and adaptable, ready to step in and support colleagues during busy periods. If you take pride in delivering outstanding service and have a keen interest in the tourism or heritage sector, we'd love to hear from you!

This role offers a unique opportunity to work within the charity and heritage sector, with all profits going to the upkeep and preservation of the House and Grounds.

Your areas of knowledge and expertise that matter for this role:

- A genuine interest in art, nature and heritage management
- Experience of working in a historic setting, heritage/museum context
- Friendly, confident and professional with the ability to communicate effectively with diverse visitor audiences
- Committed to working to consistently high standards and experience providing the highest possible levels of visitor care
- Good level of numerical and computer literacy with experience using tills
- Thrive in a very busy environment and maintain patience and empathy even when working under pressure
- Committed to facilitating an accessible visit
- Excellent team player with the ability to work proactively and conscientiously as part of a team, establishing good professional relationships with colleagues and volunteer teams
- Be flexible, willing and co-operative: and understand that you will be required to work weekends and occasional evenings

Additional requirements:

The safety and wellbeing of children, young people and vulnerable adults are of the utmost importance for any role at the Rothschild Foundation, Waddesdon Manor, The Five Arrows Hotel, and The bow. Consequently, this position may require a Disclosure and Barring Service (DBS) check to uphold the safety and security of all our guests, staff and volunteers.

Rewards for working with us:

- We are proud of where we work and want to share Waddesdon Manor with family and friends by offering a number of complimentary tickets to the house and grounds.
- **Waddesdon Discounts** – 50% discount in the food-to-go outlets at the Manor. 20% in the Manor gift shop and restaurant, Stables Café, Five Arrows Hotel, and The Bow Pub. 20% discount on special event tickets made available to staff.
- **Staff Card** - A National Trust staff card entitles two adults and children under 18 years of age free admission to all National Trust properties and 20% discount in NT retail and catering outlets.
- **Annual Leave** – Your statutory annual leave is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will be pro-rated based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).
- **Pension** - We will top up your pension by matching any contribution you make, up to 10% of your basic salary.
- **Long Service Awards** – Every 5 years of service, you are invited to a celebration to recognise your contribution to the organisation. A cash sum is awarded as a thank you.
- **Mental Health and Wellbeing Support** – access to a wellbeing platform and fully funded 1:1 counselling service.

- **Flu Jabs** – Free flu jabs in October.

EDI

At the Rothschild Foundation, we place Equality, Inclusion, and Diversity at the core of our values. We strive to be an organization that actively addresses inequality and prejudice while fostering a truly anti-racist culture. Our approach is centered on meaningful and equitable support and development for you and others throughout your time with us. We are committed to providing an environment free from discrimination, where every team member feels valued, respected and has a true sense of belonging.

Recruitment Process

- The vacancy advert may be taken down from job boards earlier than the stated deadline if a high standard of applications is received.
- We welcome applications from everyone and particularly encourage applications from people from an ethnic minority background, and people with a disability to help us achieve a balanced representation in our workforce.
- To reduce bias in our shortlisting process, we operate an anonymized process.
- All candidates invited to interview have the opportunity to request adjustments to the recruitment process when scheduling your interview, for example accessible parking, communication support or breaks. To support all candidates to perform their best at interview, we send questions 24 hours in advance.

To apply, please send a current a CV and covering letter explaining how your experience and skills match those outlined above to application@waddesdon.org.uk

Closing date: midnight, Friday 20 March 2026

If your application is successful, here is what you can expect:

- Interview will be held at Waddesdon Manor.
- You will be invited for a 45-minute interview in-person on either Saturday 28 March 2026 or Wednesday 1 April 2026. This will be in a question-and-answer format.