



Didcot Railway Centre  
**Application Pack: Visitor Services Assistant**  
June 2019

**Hours: Part-time, Flexible, Seasonal considered**

**Location: Didcot, Oxfordshire**

**Reports to: Visitor Services Supervisor**

This application pack contains the following Information:

1. Job description
2. About Didcot Railway Centre and the Great Western Society
3. How to apply

### **1. Job Description**

An Exciting opportunity to join the energetic and committed Visitor Services team at Didcot Railway Centre. Duties include staffing the Ticket Office, Enquiry Office, Science, Learning & Railway Exhibition (SLR) and Museum.

This role is centred on providing excellent customer service and ensuring all visitors receive a warm welcome. You will be required to sell tickets and guide books, answer the telephone, help visitors with enquiries, help visitors understand Didcot Railway Centre's collections, explain the museum displays, lead guided tours and give general information to visitors. You will be required to deal with all our visitors courteously, recognising and valuing diversity.

Supporting duties will include administration and IT use, using the internet, social media and Microsoft Office programmes such as Word Excel.

### **Duties and responsibilities**

- **Provide excellent customer service:** Ensure all visitors receive a warm welcome, sell tickets, deal with enquires and promote the collection at Didcot Railway Centre to our visitors, recognising and valuing diversity.
- **Help visitors understand Didcot Railway Centre:** Explain the areas of the site, accessibility for certain areas, safety, and hand out relevant printed information.

- **Explain our collection and lead tours:** Provide information on the exhibits here at Didcot Railway Centre and lead guided tours of the site and our museum.
- **Help with administration in the office:** Answer the telephone and deal with visitor enquires, reply to emails, use of Microsoft (Word, Excel and Outlook) and the internet including social networking sites.
- **Promote Didcot Railway Centre to our visitors:** Explain membership to Great Western Society, volunteering and special events and experiences.
- **Provide cover in the shop:** Serve customers in the shop, deal with stock and pricing, cashing up at the end of the day and keeping the shop clear and tidy throughout the day.

### **Required Skills**

- Excellent customer service Skills with an enthusiastic, friendly and outgoing personality. Excellent communication skills, both verbal and written, also good numeracy skills.
- Very well organised with the ability to manage a full and varied work load.
- Willing to train and learn new skills.

### **Desirable Skills**

- Experience of working in the leisure or a heritage visitor attraction.
- A background in galleries or museums with an interest in history would be desirable.
- First Aid qualification.

You will report to and be supported by the Front of House Supervisor, a small dedicated team of paid staff and a group of enthusiastic volunteers.

Didcot Railway Centre is open every weekend and daily from March to September so weekend and Bank Holiday working will be required as well as daily office cover.

This is a Front of House position, so an outgoing personality and calmness under pressure are essential qualities. The post would suit a proactive person who can balance a varied work load and would like to develop their experience in the heritage and visitor attraction industry.

### **Safeguarding**

Didcot Railway Centre is committed to safeguarding and promoting the welfare of all visitors, volunteers and staff. All staff are expected to share the same level of commitment and a DBS check may be required for successful applicants.

## **2. About Didcot Railway Centre and the Great Western Society**

Didcot Railway Centre was established in 1961 to preserve the history of the Great Western Railway. Now a living museum occupying a 20-acre site in the heart of the Victorian railway town of Didcot in South Oxfordshire, the centre welcomes c.50,000 visitors per year ranging from historians and heritage rail enthusiasts to families and school groups.

Housing the largest collection of Great Western Railway engines, Didcot Railway Centre is also home to the coal stage and engine shed (both Grade II listed).

Ambitious plans for redevelopment of the site will see these buildings restored alongside new buildings to ensure all visitors benefit from the best onsite experience possible.

## **3. How to apply**

To apply please send a copy of your CV and a covering letter detailing your experience and explaining how you meet the person specification to [info@didcotrailwaycentre.org.uk](mailto:info@didcotrailwaycentre.org.uk). Applications will be considered as they are received and interviews scheduled accordingly.

Please make your subject line 'Application: Visitor Services Assistant' and include details of two referees, your current salary and information regarding your availability. Please also state whether there are any restrictions on your right to work in the UK. The Equal Opportunities Monitoring Form should also be completed and included with your application, however this will not form any part of the interview decision-making process.