



## **JOB DESCRIPTION**

**Position:** Visitor Services Assistant

**Reports to:** Both the Senior Tour Coordinator and the Tour Coordinator.

**Salary:** Dependent on experience

**Base:** Dumfries House

### **The King's Foundation**

The King's Foundation is a charity founded by King Charles III and was first formed in 1990. Inspired by the vision and values of His Majesty, the Foundation focuses on creating better communities where people, places and the planet can coexist in harmony.

The charity offers education courses for over 15,000 students annually, health and wellbeing programmes for nearly 2,000 people every year, and spearheads placemaking and regeneration projects in the UK and overseas to revitalise communities and historic buildings.

The King's Foundation is headquartered at its flagship regeneration project, Dumfries House in Ayrshire, Scotland, and acts as custodian of other historic Royal sites including the Castle of Mey in Caithness, Scotland, and Highgrove Gardens in Gloucestershire, which are open to visitors. The Foundation also carries out its work at educational and cultural hubs in London, based at The King's Foundation School for Traditional Arts in Shoreditch, Trinity Buoy Wharf on the River Thames and the Garrison Chapel in Chelsea.

The work of The King's Foundation is underpinned by our Founder His Majesty The King's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future. We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments. We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

**Location:**

Dumfries House

**The Role:**

To assist in all aspects of the front of house operations to enhance the visitor experience whilst ensuring procedures in relation to the protection of the collection and health and safety are adhered to. To process admissions, providing visitor information and assisting them at every stage of their visit.

**Key Tasks:**

- Report on arrival to Senior Tour Coordinator/Tour Coordinator and receive briefing on the day's activities.
- Be present at the tour entrance 10 minutes before tour start time to greet and check in visitors, checking against pre prepared attendance list, collecting tickets and engaging with visitors as they arrive.
- Maintain attendance documentation.
- Secure the tour entrance door once all tour guests have arrived.
- Update the external tour timetable sign at the tour entrance.
- Conduct a short, succinct welcome presentation.
- Operate stairlift and instruct less able visitors on the use of wheelchairs within the House.
- Advise visitors on the availability and use of aids to access and hearing.
- Assist the tour guide in the movement of visitors through the House ensuring compliance with "house rules".
- Assist in the management of coach parties acting as coach ambassador/steward where required.
- Act as candle/room monitor where required.
- Any other duties relevant to the role.

**Person Specification:****The essential skills, knowledge and experience required are:**

- Friendly, confident and well presented.
- Able to work with others and unsupervised.
- Discretion.
- Willingness to work flexible hours.
- Some physical ability is required to cope with prolonged periods of standing, walking and occasional outdoor work.



**Other:**

**Days of Work:** Flexible over seven days. Some evening and weekend work required.

**Times of Work:** To be agreed on a weekly basis.

**Applications:** Please submit a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson, email address: - [hr.recruitment@kings-foundation.org](mailto:hr.recruitment@kings-foundation.org) and request an application form.

**Closing date for applications:** Monday 17<sup>th</sup> February 2025