**House Steward Co-Ordinator**

**Reporting to:** House Manager

**Responsible for:** House Stewards

**Liaison with:** Events Manager and other personnel where appropriate

**Contract Type:** 12 month contract (scope for permanency)

**Salary:** £10 per hour – 20 hours per week

**Background:**

The Stansted Park Foundation is a Charitable Trust set up to preserve the Grade II\* Listed Edwardian stately home and other assets contained in an 1,800-acre estate in the South Downs National Park. Having developed over hundreds of years, the original 11th Century hunting lodge now delivers exceptional experiences to visitors throughout the year.

The success of Stansted House comes not only from its unique setting and history, but also from the passion and enthusiasm of the dedicated people who work here. This year promises to be an exciting one for our small team and we need an enthusiastic, self-motivated person to take ownership of this role.

If you enjoy working in a small team, have outstanding communication and organisational skills and are able to hit the ground running, this could be the perfect job for you.

**Hours:**

The Stewards Co-Ordinator will report to the House Manager as well as liaising closely with the Events Manager. The position is part time, based on 20hrs per week. During the House-opening season your days will be set to Sunday, Monday and Tuesdays, with some flexibility required when covering school and group visits. Out of season, your working days are flexible dependant on bookings and other educational events. This position includes the working of Bank Holidays with an alternative day off in lieu. This position is a one-year contract with the possibility of extension subject to house opening and the advancement of the educational programme.

**Job Description:**

The role includes the co-ordination, recruiting and training of the Volunteer House and Education Stewards. You will lead and manage the volunteers during the house-opening season to deliver a special and unique experience to our visitors.

You will take the lead on all public engagement including school-based programmes for the Estate. You must have a desire to learn about the history of the estate and its collections as you will be involved in developing our existing and new educational program to develop a more encompass visitor experience. You will be looking at ways to increase revenue for the education department that will benefit the Estate, enhance public interest and further the remits of our charitable status.

You will be happy to take part in House events such as Halloween and the Christmas fayre and other related events applicable to this role, which will require some evening work. The role requires you to be a key holder for this venue, with responsibilities of cash handling and budgeting (experience not essential). This position will require an enhanced DBS check.

**Key Responsibilities**

\* Co-ordinate the house stewards and play a key part in the training of existing and new stewards.

\* Create and manage rotas for volunteer stewards.

\* Assist in the booking and organising of group visits and house tours during opening season.

\* Take responsibility for security and house opening and closing when necessary.

\* Undertake responsibility for ticket and souvenir sales, accounting for all takings.

\* Ensure the proper security of the House and its chattels at all times.

\* Oversee the training of volunteers for the education programme for schools and general visitors.

\* Liaise throughout all booking processes professionally and promptly, internally and externally.

\* Maintain accurate records; manage filing systems, log queries, checklists and schedules.

\* Develop existing and new educational and trainee programmes for the house and special events within the remits of the Foundation.

**PERSONAL SPECIFICATION:**

Working at Stansted House is a team effort requiring a flexible, can-do attitude; everybody mucks in to make brilliant things happen.

You will need:

\* Prior knowledge, experience or a strong interest in learning about the history and heritage of Stansted House, its art, chattels and grounds

\* Prior knowledge / experience of working in education

\* Prior knowledge / experience of working with volunteers

\* Meticulous attention to detail and a desire to create unforgettable experiences

\* Appreciation of the flexibility necessary to work outside of rostered patterns

\* A customer-focused approach with exceptional standards of service

\* Excellent people skills, enabling strong relationships with volunteers, the public and young people

\* Ability to juggle a busy workload, prioritise and plan

\* To be a committed team player with a positive attitude, as well as the ability to work alone in the house at times

\* Ability to anticipate and respond to client needs and exceed their expectations

\* To assist in other matters where applicable to the requirements of the Foundation.