
The role of a Site Gardien a unique job opportunity, unlike any other caretaker, maintenance, or groundskeeping role.

This role is largely independent (with support where required), allowing you the ability to take pride in and have ownership of being the Gardien of your site. You will be responsible for opening and closing our sites to the public and ensuring the visitors safety and security during their visit. You will supervise and maintain your site to a high standard throughout the day, reporting anything that needs further assistance to management (e.g. specialist work, health and safety concerns). Depending on your site you may be responsible for tasks including animal welfare, gardening, preparation of event spaces and ongoing maintenance etc.

As a Site Gardien, you will also assist your Visitor Services Assistant and volunteers to create a memorable visitor experience. This will include covering breaks on the front desk of each site. You will greet visitors from members of the local community, loyal JH members and worldwide visitors to our unique sites. You will aim to create a welcoming, informative and friendly visitor experience, assisting with orientation and information about the sites, events, exhibitions and facilities wherever you can.

You will work with and alongside a supportive and close-knit team of paid and volunteer office-based or site-based staff. These teams, including curators and caretakers have the combined goal of preserving and sharing Jersey's rich history and culture.

You will be provided with full training to deliver this visitor experience, it is not imperative you have knowledge of the site you will be working at, this will come with time and training. You will need a passion for Jerseys unique history, to be a welcoming and friendly people-person with a desire to learn and to be part of a pro-active team working towards the important responsibility of making Jersey's history accessible to all and providing the best visitor experience.

Benefits

- Free access to all JH sites, events, tours of closed to the public areas (object store, cold war bunker etc). Opportunities you will only get by working for JH.
- Discount on Heritage Lets.
- The opportunity to work either part or all year
- Encouragement to work collaboratively and have your voice heard to help better the visitor experience and access to Jersey's history, as you will know your sites best.
- The opportunity of career progression

Knowledge, Skills and experience of the below is desirable.

- A commitment to delivering excellent customer/visitor service standards. Flexible customer focused approach.
- Knowledge or experience of building maintenance and environmental issues where site appropriate.
- A practical, hands on and 'can do' attitude.
- Relevant experience or demonstrable ability to learn till operations, EPOS, cash handling and retail procedures.

- Drive ticket sales and support curators, office-staff and management by keeping the site clean, presentable and well-maintained.
- Strong interpersonal and communication skills enabling effective working relationships both with colleagues on site and across the wider organisation.
- Experience of working as part of a team with some supervisory, coaching and training experience.
- Ability to remain calm under pressure and respond to unpredictable workloads.
- Well organised. Able to work on own initiative without immediate assistance from manager and take responsibility for getting things done.
- Good levels of numeracy and competent IT skills.
- Good administration and literacy skills (writing emails, forms, reports etc).
- Basic knowledge of Health and Safety compliance requirements and emergency procedures. Experience of assessing and managing operational risk.
- Knowledge of different access requirements and how to assist visitors.
- Some historical knowledge and/or keenness to learn more about Jersey and Jersey Heritage visitor attraction sites.
- Knowledge of GDPR regulations or a willingness to learn.

Scope of the Role

Reports to: Head of Visitor Services

Grade: **Location:** All Jersey Heritage Visitor Sites

Working hours/Pattern: Ad Hoc

Line management: None

Operating budget:

Date of review: July 2023