Visitor Services & Retail Assistant

Causal time & part time contract
Based in Newmarket

Responsible to: Shop Manager & Buyer & Visitor Services Team Leader - National Heritage Centre for Horseracing and Sporting Art

Background

The National Horseracing Museum was originally opened to the public in 1983 and holds a nationally and internationally significant collection of fine and decorative art, social history objects, archive material and photographs relating to the history and science of racehorses and the people and places connected with the sport and industry of horseracing. The NHRM is a registered charity (No. 283656) and operates independently of the government, local authority and racing industry. It relies wholly on income from ticket admissions, sponsorship, donations and trading through its café and shop.

The British Sporting Art Trust was established in 1977 to bring together a representative collection of sporting art for public exhibition and to promote interest in the subject. The Trust (Reg. Charity No. 274156) runs an active membership programme with regular exhibitions at the new National Heritage Centre in Newmarket and frequent visits and events. Two essays on sporting artists by leading experts are published each year together with two Newsletters. In addition to the collection of British sporting paintings, prints and sculpture the Trust has a comprehensive library and archive available to researchers. The collections of the BSAT and lenders to the Fred Packard Museum and Galleries of British Sporting Art in Palace House are curated by the Packard Curator and the work of the Trust is supported by a part-time administrator and a volunteer Executive Committee which carries out much of the work in relation to membership activities (see also: www.bsat.co.uk).
The National Heritage Centre for Horseracing and Sporting Art

The National Horseracing Museum and the British Sporting Art Trust have been involved in a major redevelopment project over the last few years which has seen them move to the surviving portion of Charles II’s racing palace in the town. The site which comprises a total of five acres in the heart of Newmarket has allowed the museum for the first time, in partnership with the Retraining of Racehorses charity, to show live horses to the public as part of the visitor experience.

The new venue which was formally opened by Her Majesty The Queen on 3rd November 2016 is branded as Palace House, Newmarket: the National Heritage Centre for Horseracing and Sporting Art and comprise three distinct elements:

- The Fred Packard Museum and Galleries of British Sporting Art at Palace House contain a national holding of British sporting art with paintings and decorative art objects drawn from the collections of the BSAT, the Tate and other public and private collections across the UK.

- A new National Horseracing Museum which occupies the substantially rebuilt and extended Trainer’s House and King’s Yard stables, creating modern and innovative exhibition galleries.

- In the Rothschild Yard and paddocks, a flagship home for the Retraining of Racehorses charity provides the opportunity to explain the work of the charity to the public and to show a selection of racing’s equine heroes.

The result is a compelling destination tourist venue which forms an integrated visitor attraction interpreting Newmarket’s sporting and royal history, showcasing the finest British sporting art, celebrating the town’s position as the international home of horseracing and encouraging visitors to enjoy the experience of interaction with live racehorses while learning about its unique sporting and cultural heritage.

Job Function – Summary

To assist with the general day to day running of both the museum’s galleries, museum shop and front desk as required whilst consistently maintaining a high level of customer service.

Main Duties and Responsibilities

- Welcoming visitors into the National Heritage Centre and assisting with any enquiries they may have.

- Working on the reception desks (including Palace House) with duties to include; issuing tickets, handling sales, booking group visits and collecting gift aid information.

- Validating tickets and selling souvenir guides

- Monitoring the Vicarage Road site entrance and facilitating site entry through the intercom system.

- Taking payments and cashing up in both the shop and the museum, whilst handling cash and credit cards securely.
• Walking the galleries during opening hours to interact and assist visitors.
• Stock replenishment and merchandising in the museum shop.
• Ensure both the galleries and shop are kept presentable at all times.
• Responsible for opening and closing the galleries and shop when necessary.

Person Specification

Experience

• Previous retail experience would be advantageous, however training on the EPOS system will be given
• Demonstrable experience in a Visitor Services role in a heritage /cultural setting or tourist venue would be advantageous
• Good customer service experience acquired whilst working in a similar role
• A good understanding of the importance of robust security, Health and Safety and emergency evacuation procedures

Skills and Attributes

• A friendly, engaging and approachable manner
• Good team player
• Excellent face to face communication skills
• To be observant with an eye for detail

To apply, please send your current CV and a covering letter, explaining your interest in this post and relevant experience and qualifications, together with details of at least two referees and information regarding your availability. Please also indicate if there are any restrictions on you taking up employment in the UK and, if so, provide details.

Applications should be sent by 22nd November to: Denise@nhrm.co.uk or in writing to:

Denise Peachey, Palace House, Palace Street, Newmarket, Suffolk, CB8 8EP

Equality The National Horseracing Museum and the British Sporting Art Trust believe in the employment and advancement of people solely on their ability to do the job required. When recruiting people, we will therefore disregard their gender, marital status, race, age, colour, nationality, ethnic origin, religion and sexual orientation. There will be no discrimination on the basis of disability. Applications are welcomed from suitably qualified candidates from all sectors of the community.