



Job Description: Visitor Centre Assistant

Location: The Beachy Head Experience, Eastbourne, East Sussex

Job Type: Flexible 6-month fixed-term contract (Job Share)

Hours: Shifts to cover opening hours of 10 am - 4 pm daily, as part of a job-share arrangement.

Salary: National Living Wage or National Minimum Wage (according to age)

About Us

The Beachy Head Experience is a unique destination offering visitors insight into the history and nature of this iconic landscape. We are a small, dedicated team committed to providing a memorable and positive experience for everyone who walks through our doors. It is being reopened by Animazing C.I.C. – a local not-for-profit Community Interest Company who have been creating engaging interactive exhibitions and experiences for families and young people in East Sussex for 10 years.

The Role

We are seeking a **friendly, reliable, and proactive Visitor Centre Assistant** to be the face of our organisation. As the first point of contact for visitors from around the world, you will play a crucial role in ensuring they receive a warm welcome and have an enjoyable and safe visit.

This is a hands-on role in a dynamic environment, perfect for someone who loves interacting with people and is passionate about providing outstanding customer service. Due to the nature of the role and the **mandatory training with the Beachy Head Chaplaincy Team**, applicants must be at least **18 years old**.

Key Responsibilities

- **Visitor Welcome:** Act as the first point of contact, warmly greeting visitors, selling admission tickets and gift shop merchandise using our POS system.
- **Information & Assistance:** Provide accurate and helpful information about the centre, local area, and exhibits, ensuring a high-quality visitor experience.
- **Communications:** Handle visitor enquiries efficiently and professionally via email and telephone.
- **Team Supervision:** Provide guidance and support to our valued volunteer assistant during shifts.
- **Operational Liaison:** Liaise effectively with the Beachy Head Ambassadors, Artist in Residence, and the Countryside Ranger to ensure seamless visitor support and information sharing.
- **Operations:** Carry out daily opening and closing procedures, maintain the cleanliness of public-facing areas (including a staff/accessible toilet), and ensure the centre is presented to the highest standard.
- **Digital Engagement:** Assist with updating the centre's social media channels to engage with our online community.
- **Stock & Maintenance:** Monitor gift shop stock levels and report shortages to the Retail Manager; promptly report any exhibit or facility issues to the General Manager.

About You: Essential Skills & Qualities

We are looking for an individual who is a natural people person. You don't need previous experience, as we provide full training for the right candidate. You will need to be:

- **Friendly and Welcoming:** With a naturally positive attitude and a passion for customer service.
- **A Superb Communicator:** Able to interact confidently, clearly, and patiently with a diverse range of visitors, colleagues, and volunteers.
- **Reliable and Responsible:** Punctual, trustworthy, and able to take ownership of your duties.
- **Tech-Savvy:** Comfortable with basic IT skills, including using email and social media platforms.
- **Willing to Learn:** Eager to undertake all necessary training, including mandatory specialist training provided by the Beachy Head Chaplaincy Team.
- **A Basic DBS Check**

Preferred Skills & Experience (Not Essential)

- Previous experience in a customer-facing role, particularly within tourism, heritage, or retail.
- Familiarity with using a digital Point of Sale (POS) system (e.g., Square, Zettle).
- Experience in supervising or guiding team members or volunteers.

What We Offer

- A unique and rewarding role where you make a real difference to every visitor's day.

- Comprehensive training, including specialist skills from the Beachy Head Chaplaincy Team.
 - The chance to work in a stunning and iconic location.
 - A supportive, close-knit, and friendly team environment.
 - Staff discount in our gift shop.
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How to Apply

If this sounds like the perfect opportunity for you, we would love to hear from you.

Please send your CV and a brief covering letter explaining why you are interested in this role and what you would bring to our team to **paul@animazingtv.co.uk**.

Please indicate how many days a week you are looking to work, and which days.

The closing date for applications is **Monday 7th July 2025**. We look forward to receiving your application!