



Job Description

Job Title: Visitor Services Assistant

Reporting to: Chief Operating Officer

The National Horseracing Museum in Newmarket is looking for two enthusiastic individuals to join their dedicated front of house team. The role is to assist in the day-to-day running of the museum and deliver exceptional customer service and help promote the Museum as a wonderful day out for all.

DUTIES AND RESPONSIBILITIES

- 1) Provide a warm, friendly welcome to all visitors, offering guidance and information about galleries, collections, exhibitions, and events to enhance their experience.
- 2) Process admissions, retail purchases, and event bookings, handling both cash and card transactions. Complete end-of-day cashing-up procedures accurately.
- 3) Maintain the Gift Shop to a high standard, ensuring it is attractively presented, fully stocked, and correctly priced.
- 4) Open and close the museum each day, supporting the security of the building, collections, fixtures, and visitors. Assist with evacuation procedures when required.
- 5) Ensure the museum environment is clean, well-presented, and fully operational at all times, reporting any maintenance or operational issues promptly.
- 6) Answer telephone enquiries, respond to emails, and maintain accurate records, including updating spreadsheets and compiling monthly statistics.
- 7) 1)Undertake any other reasonable duties as required.

SKILLS AND KNOWLEDGE

- Proven customer service experience in a retail or reception setting, including use of a till (essential).
- Experience within a heritage or tourism attraction (desirable).
- Excellent communication skills, with confidence engaging visitors of all ages, backgrounds, and abilities.
- An interest in horseracing (desirable).
- Good ICT skills, including Microsoft Word, Excel, email, and internet use.
- Basic knowledge of health and safety, with willingness to complete first aid and fire warden training.
- Strong organisational skills with the ability to multitask.
- A flexible, proactive team player with a positive, can-do attitude.

This role is subject to a DBS check.

TERMS AND CONDITIONS OF EMPLOYMENT

Salary: £11,756.75

Hours of Work: Part-time (30 mins for lunch on full days):

Thurs 10am to 4.15/5.15pm

Fri 11.45am to 4.15/5.15pm

Alternative Weekends

Sat 10am to 4.15/5.15pm

Sun 10am to 4.15/5.15pm

Winter Hours (Nov to Mar), Summer Hours (Apr to Oct)

Annual Leave: 28 days including public holidays pro rata.

Probation Period: 3 months

Notice Period: 1 month

Other Benefits: Contributory pension scheme

Parking on site

Discount in Gift Shop and The Tack Room

To apply for this position, please send a CV and covering letter to tracey.harding@discovernewmarket.co.uk

Closing Date: 3rd April although we reserve the right to close earlier should a suitable candidate be found.