



Job Description

Role Description:	Welcome Supervisor (P/T)
Location:	Stow Maries Great War Aerodrome
Nature of Contract:	Approx. 0.4 FTE / 832 hrs. per annum (averaging 16hrs per week but possibly more in Summer)
Managed by:	Chief Executive Officer
Direct Reports:	A small team of volunteers
Remuneration:	£11,255 (Pro Rata: £26,380)
Holiday	10 days per annum, plus Bank Holidays as appropriate.

Stow Maries Great War Aerodrome (www.stowmaries.org.uk) can be found in rural Essex, between Chelmsford and Maldon. It is the last remaining Great War Aerodrome functioning as such in Europe. It houses the largest collection of surviving Royal Flying Corps buildings in the world. 23 2* Listed buildings, on the Historic England At-Risk Register. It is an Arts Council England accredited museum, a renovation project, and light aircraft aerodrome and an award-winning volunteering centre. It is operated by Stow Maries Great War Aerodrome Ltd, a registered Charity.

Description:

This post is a central part of our Visitor Experience. The postholder oversees the on-site Visitor Welcome, working with a small team of dedicated volunteers to deliver a professional, warm and friendly visitor experience at the Admission point. The postholder will be on-site for at least one day most weekends, leading by example to deliver a friendly and helpful on-site Visitor Experience. As the first point of contact on-site for our audiences, we rely on this postholder and their team to set the tone and standard. Due to the location of the Admission point, the postholder also oversees the retail offer in our small outlet. The postholder needs to be a team-player with initiative and a passion for collaboration, as well as a motivated and enthusiastic person. The nature of this role requires on-site working, weekly.

Reporting directly to the Chief Executive Officer, working closely the Engagement Officer, the Welcome Supervisor is a vital part of a small team of paid staff and a large team of dedicated volunteers.





Key responsibilities

- To work with the Management team to fully understand the Visitor Experience.
- Supervise and lead the Welcome Team volunteers, ensuring the Visitor Welcome is delivered to the highest standards for our visitors.
- Oversee our retail offer in the Visitor Welcome area.
- Liaise directly with the other volunteer teams on site.
- Drive Propeller Club membership (our supporters club) and retail income.
- Through the EPOS system, monitor and maintain the highest standards of cash handling and stock control, including generating stock orders, supervision of deliveries, merchandising and display of product lines.
- Act as Duty Officer on site when required, as part of a team of Duty Officers.

Additional Duties

- Maintain the highest standards of professionalism in dealings with internal and external clients.
- Work collectively towards the Vision and Aims of SMGWA.
- Abide by the Code of Conduct.
- Act in accordance with all policies and procedures.

Required Personal Skills and Qualities

- Strong Customer Service experience.
- Computer literate.
- Fully proficient in the use of Microsoft Office.
- Keen attention to detail.
- Excellent verbal and written communication skills.
- Excellent organisational skills and the ability to prioritise a workload.
- Excellent time management skills.
- Ability to work within a team.





Additional Skills and Qualities an advantage

- Experience of a Customer Welcome environment.
- Experience of a Retail environment.
- Experience of working on a heritage site.
- Experience or good understanding of working with volunteers.
- Experience of working in a Charity environment.

Personal Attributes

- Able to present a professional and positive image of SMGWA.
- Self-motivated and enthusiastic.
- Excellent time-keeping
- Reliable.
- Understanding of and commitment to diversity and equal opportunities.

Application Process

- To arrange an informal discussion about the role, applicants should contact ian.flint@stowmaries.org.uk .
- To apply, please send a CV, no longer than 2 pages in length and a covering letter to ian.flint@stowmaries.org.uk .
- Short-listed applicants will be advised via e-mail by 7th February 2025. Final Interviews will take place on 19th February 2025, with extra sessions planned for 21st February 2025 if required.

