

Gunnersbury Development Trust & CIC Shared Purpose

Our Vision

To make Gunnersbury an outstanding, sustainable green space, celebrating its unique heritage and providing a wide range of educational and cultural activities, events and facilities accessible to all members of the community.

Our Mission

To conserve, manage and develop Gunnersbury Estate as a sustainable, recreational, cultural, and educational resource for the benefit of, and in partnership with, all our local communities.

Our Values

We are Inclusive:

We value difference and strive to be accessible and remove barriers to inclusion.

We are Collaborative

We pull together to achieve shared goals and ambitions.

We are Passionate

We are proud to care for Gunnersbury and want to inspire this same pride in others.

We have Integrity

We are open, honest and transparent and always conscious of our responsibilities to present the varied heritages and cultures of our communities.

We are Resilient

We plan for the future and adapt to meet new challenges.

We are Imaginative

We find creative, thought-provoking ways to reach out and connect with all stakeholders.



How the Trust will achieve our aims:

Guardianship

We undertake initiatives that preserve and protect the Museum collections, historic buildings, gardens and natural habitats of Gunnersbury Estate to ensure its full value is accessible to all, and maintained into the future.

Sharing our Heritage

Gunnersbury is a place for learning and discovery. We work closely with our communities to share and showcase the rich history and heritage of our local area and the people who make it special. Together, we tell the stories of the many cultures and histories that shape our community, creating a space where visitors can connect with and explore their shared past.

Sustainability

We work collaboratively with specialists and partners to promote biodiversity and conserve nature, develop climate change resilience and reduce carbon consumption across the historic structures, landscape and natural environment of the Park.

Working in Partnership

We provide opportunities for volunteering and upskilling, collaborate with local communities and forge authentic, long-standing relationships through which we can preserve and promote Gunnersbury Park and Museum as a place for all.

Diversity, Inclusion, Equity and Belonging

Everyone should feel welcome at Gunnersbury. We will remove barriers to inclusion, prioritise accessibility and ensure this is a safe space where people feel inspired by West London's rich multi-cultural aspects evidenced both in the long, rich history of this Estate, and in all that the Park and buildings have to offer today.

How the CIC will achieve our aims:

Social Entrepreneurship

Creatively using business and commercial skills to underpin the financial sustainability of Gunnersbury to ensure its long-term future. We are not afraid to experiment, and to learn from our mistakes.

Sustainability

We leverage heritage buildings and landscape responsibly to raise the capital necessary for the estate to respond to the changing needs of our society and climate, to regenerate its listed buildings and build biodiversity.

Diversity, Inclusion, Equity and Belonging

Everyone should feel welcome at Gunnersbury. We will remove barriers to inclusion, prioritise accessibility and coordinate and manage the delivery of events and activities to maximise the benefits of Gunnersbury as a cultural, recreational and sporting facility for all.



About us

Our founding objective as a charity is to support the preservation, conservation and interpretation of the Museum collections, historic buildings and landscape of the Gunnersbury estate for the public benefit, to advance education through the development of the Museum services and to support the provision of sporting and leisure facilities for the enjoyment and benefit of all.

Gunnersbury Museum and Park Development Trust, a registered charity, manages 72 hectares of grade II* listed Parkland and 21 listed buildings and structures, in west London.

Our heritage assets are an impressive mix of 18th and 19th century buildings including a regency manor house, which is home to one of London's largest local history Museums which has Arts Council England NPO status. We're proud of our Museum education and community programmes and our exhibition *People's Unite* which reflects the diverse histories of West London.

Our Parkland has been awarded Green Flag and London In Bloom Gold and we have ambitions to become the most sustainable managed Park in London, exploring ways to mitigate the impact of climate change, enhance our biodiversity and develop onsite energy generation.

We have established Gunnersbury as one of West London's premier outdoor venues for large scale music concerts welcoming international artists across all genres from pop, dance and R&B to hard rock and Indie.

Our heritage venues host weddings and celebrations as well as corporate hires, also we are regularly used as a filming location, featuring on numerous TV shows and movies.

Above all, we're committed to our role as stewards of the facilities at Gunnersbury which we manage for the benefit of the whole community.

Diversity and Inclusion

We serve some of the most diverse areas of West London and are committed to reflecting local communities in our programming, our Museum collection and our workforce.

Our Trustees and staff are determined to grow a diverse and inclusive workforce which reflects those communities we place at the heart of our work.

Visitor Engagement Assistant

Job Title:	Visitor Engagement Assistant
Reports to:	Assistant Visitor Engagement Manager
Responsible for:	Visitor experience in the Museum and Park
Hours:	Zero hours contract: approx. 15 hours per week including weekends and bank holidays
Location:	Gunnersbury Park and Museum
Salary:	£14.80 per hour

About the Role

Are you a people person who is interested in museums and heritage? Then join Gunnersbury Museum and Park Development Trust as a Visitor Engagement Assistant. This crucial role is the face of the Trust, welcoming visitors into our amazing Grade II* Listed Museum, helping with events and activities, supervising our fantastic volunteers and welcoming over 14,000 school children per year.

You'll open and close the Museum galleries every day, ensuring the highest standards of presentation, and also be responsible for answering phone calls, and handling sales in our gift shop. You will actively ask visitors to complete feedback surveys, and help to elicit donations by explaining our role as a charity.

Most importantly, you'll be responsible for making sure every visitor has the best experience they can by being welcoming, helpful and knowledgeable about the Museum, the Park, and the wonderful amenities we have on site.

This is a varied role, with lots of opportunities to learn about how Museums and Parks, and to make a real difference in someone's day.

We are currently seeking two new team members to join on zero hours contracts, to support us on weekends, half terms and to cover holiday through the rest of the year. We will be able to offer approximately 15 hours per week.

About You

Experience:

Essential:

- Experience of providing excellent visitor experience in a front of house role or customer facing role. Ideally in a museum, heritage or cultural organisation as either paid staff or as a volunteer
- Experience of key handling and emergency procedures
- A strong commitment to working in a heritage environment
- Experience of working with diverse audiences

- A leader on equality of opportunity who values diversity and removes barriers to equality

Desirable:

- Experience of working in a retail environment including use of an EPOS system, stock management and sales
- An excellent role model who promotes high standards of probity, integrity and honesty
- Experience of supporting events
- Desire to work for a charitable organisation

Skills:

Essential

- Ability to communicate effectively and enthusiastically with a wide range of people, including visitors, volunteers, staff, contractors and other service users
- Willingness to learn about the local heritage and history of the site, and to actively communicate this information to visitors
- Knowledge of removing barriers to access and commitment to providing equal access for all
- Ability to work with initiative both independently and as part of a team
- Ability and desire to work flexibly, including some evenings, weekends and bank holidays
- Strong literacy and numeracy skills
- Able to stay calm under pressure and in emergency situations
- Strong problem-solving skills
- Excellent listening skills, approachable, responds positively to change and new challenges

Desirable

- Appropriate Health and Safety qualifications or the willingness to train to acquire
- Good working knowledge of Health & Safety procedures
- General knowledge and enthusiasm for history, art and architecture and museums and heritage
- Knowledge of the local area and local audiences

Key Responsibilities

- Proactively engaging with all visitors, supporting their visitor experience and enjoyment of the Park and Museum

- Proactively responding to the diverse needs and interests of individuals and groups, ensuring that everyone feels that they can explore the Park and Museum and engage with staff and volunteers
- Open and closing the galleries daily
- Operating the reception desk and assisting visitors and guests with wayfinding, signposting and providing materials to enhance their understanding of the Park and Museum
- Supporting colleagues to actively champion and ensure the smooth running of tours, events, hires and learning activities
- Monitoring email inboxes and phone lines and responding to visitor enquiries promptly and appropriately and ensuring your colleagues' understanding of a situation if it must be passed on, or that it is reported to the Assistant Visitor Engagement Manager
- Working with Gunnersbury Park Museum volunteers to engage with visitors and to help bring the history of Gunnersbury to life
- Assisting with the operation of the Museum shop, upselling and encouraging purchasing whenever possible.
- Checking shop stock levels and reporting low stock levels to the Assistant Visitor Engagement Manager, including stock counts
- Ensuring the safety and security of the Park and Museum staff, volunteers and visitors by remaining vigilant
- Following and complying with all health and safety, emergency and fire safety procedures and assist during emergency situations
- Assisting with the evacuation of visitors and colleagues in an emergency
- Undertaking regular health and safety checks of the building and surrounding site, following all opening up and closing down procedures
- Taking responsibility for your own and other's health and safety and reporting any issues affecting this to the appropriate person.
- Responding efficiently and competently to any incidents or operational issues as they arise, having an awareness of when to ask for additional support and reporting issues to the appropriate member of staff
- Ensuring that all Museum spaces are always presented to the highest possible standards in terms of cleanliness, tidiness, the presentation of visitor information, functionality of electronic elements and retail areas are adequately stocked
- Complying with food hygiene regulations, including recording daily fridge temperatures and updating logs for inspection
- Demonstrating a flexible approach to working hours, including some evenings, weekends and bank holidays
- Assisting with other reasonable duties associated with this role that may from time to time be required by the Front of House Manager or Duty Manager

How to Apply

To apply, please submit a covering letter and a CV to recruitment@visitgunnersury.org by Friday 14 November. Interviews for shortlisted candidates are scheduled for 20-21 Nov.