

## Job Description

May 2026

**Role:** Visitor Services Assistant

**MNH Division:** Operations

**Reports to:** Site Supervisor

**Pay Band:** D100 – Pay Band 2  
£24,838 - £27,075

**Location:** The House of Manannan, Peel Castle and Grove portfolio

**Type of Contract:** Permanent

*This role may involve occasional travel to other MNH sites*

### BACKGROUND

Manx National Heritage (MNH) exists to take a lead in protecting, conserving, making accessible and celebrating the Islands' natural and cultural heritage for current and future generations whilst contributing to the Island's prosperity and quality of life. MNH has a key role to play in promoting and enhancing the Isle of Man's Heritage, ensuring our places and spaces attract and inspire all those who engage with our Island's built and natural heritage.

Manx National Heritage is the trading name of the Manx Museum and National Trust, a Charity registered in the Isle of Man, operating at arms' length from Government and sponsored by the Department for Enterprise. The charity is responsible for, and holds in Trust, the Isle of Man's national collections and archives. In addition to an annual grant from the Isle of Man Government, MNH has responsibility for self-generated income, to ensure adequate funds to carry out its statutory obligations and charitable purpose. MNH generates its own funds through commercial trading operations and donations and also receives an annual grant from the Isle of Man Government, contributing towards fulfilling its statutory remit for the care of the Island's heritage.

MNH manages c2500 acres of Manx Museum and National Trust land together with 11 principal visitor admission sites, a range of buildings and a number of field monument sites. MNH's digital platforms play a significant role in ensuring our national heritage becomes more relevant to more people. The iMuseum provides free and growing online access to parts of the Manx National Heritage Museum Collections, Manx National Heritage Library & Archives and the Isle of Man Sites & Monuments Record.

### JOB PURPOSE

The Visitor Services Assistant position provides an exciting and varied role with responsibility for delivering an exceptional experience to all visitors, ensuring they have an enjoyable and memorable experience from the moment they arrive to the moment they leave.

Motivated by achieving targets, the Visitor Services Assistant will actively promote ways to support MNH and to effectively communicate our important work conserving, protecting and promoting the heritage of the nation. The post holder will contribute to the achievement of set income targets by maximising admissions, retail and donations and will make a valuable contribution to furthering the work of the charity.

The post holder will be a team-player with an energetic positive 'can-do' outlook as well as a self-starter and finisher. Flexible across all aspects of the heritage site's needs, this position will be involved in all the different aspects of the visitor experience including supporting events and group visits as appropriate while always delivering outstanding customer service. Based primarily at Castletown sites, flexibility will be required to provide support at other Manx National Heritage sites.

**Note:** *this is a physical role which involves the majority of the day on foot. There will be manual lifting and moving of items on a daily basis. The post holder may be outside, moving between work stations frequently, and being physically fit is essential.*

*Like all staff, the post holder will be required to maintain their mandatory training.*

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **The Visitor Services Assistant will:**

- Have an excellent "front of house" persona – warm, welcoming, patient, understanding;
- Provide an engaging experience to all visitors;
- Deliver outstanding, proactive customer care at all times in all areas;
- Be a professional ambassador of Manx National Heritage by promoting the charity and cause of Manx National Heritage and its' sites to a high standard;
- Provide a responsive, friendly and efficient service tailored to the needs of both individual visitors and tour groups;
- Listen and respond openly to visitor comments. Actively feedback visitor comments to line managers to develop and improve offer, service, operations;
- Have excellent selling skills – adaptable to customer type and product.
- Support income generation by maximising admission, retail sales and donations on site and making a significant contribution to site targets;
- Promote the charity and cause of Manx National Heritage to a high standard;
- Ensure that retail merchandising is in accordance with MNH policy;
- Actively upsell products and services to facilitate the visitor's enjoyment, through strong product knowledge;
- Adhere to MNH Cash Handling policy when processing transactions and reconciliation of tills;
- Adhere to all financial procedures to include till operation and banking and safeguarding of monies;
- Have recent relevant experience in EPOS style till operations;
- Play a key role in the security of the site;
- Help gather photos/videos for social media to promote our activities and encourage visits;
- Ensure safety of visitors on site and carry out all activities safely;
- Maintain a high standard of cleanliness and housekeeping on the site;
- Be responsible and proactive. Ensuring all day-to-day tasks are completed as instructed;
- Be physically fit to undertake portering duties and assist visitors;
- Work flexibly as needed and conduct themselves professionally at all times, with colleagues and visitors;
- Have a good knowledge of Manx history and heritage;
- Be able to take responsibility for your own development and learning;
- Ensure the historic environment is respected and cared for.

## **DIMENSIONS AND SCOPE OF JOB**

### **Who are we looking for?**

- An individual with a track record of professional and warm visitor engagement;
- Someone who has an open and friendly disposition;
- Someone who is comfortable and competent with tilling systems and enjoys selling;
- A team player;
- Someone who is self-motivated and takes responsibility for their own work;
- Someone who is comfortable and capable of physically lifting/moving items boxes;
- A flexible approach and availability to work over seven days, including working weekends and bank holidays as appropriate;
- Someone with a can-do approach, happy to embrace change and be respectful to colleagues and visitors.

**Hours** – 37 per week on a rota basis covering five days out of seven, including bank holidays.

**Location and context** – the role is based at the House of Manannan and Peel Castle, as part of a wider portfolio which includes; The House of Manannan, Peel Castle and The Grove. However, periods of work at other MNH sites will be required. The post holder will be able to establish and maintain good, open communications with colleagues across the Organisation, as well as travel to other MNH sites to cover shortages when necessary.

**Financial responsibilities** – the post-holder will ensure adherence to financial procedures and cash handling policy when processing transactions/reconciliation of tills. They will be responsible for accurate till operation and safeguarding of monies and will implement amendments to standard procedures as instructions may require.

**Health and Safety** – the post-holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses in accordance with MNH reporting procedures.

**Integrity** – Manx National Heritage staff are expected to recognise that public service requires the highest level of personal integrity, and to have a personal responsibility to respect the needs and values of colleagues, visitors and residents.

**Performance Management and Improvement** – with personal responsibility for performance management, the post holder will be expected to contribute to regular performance development reviews and ensure that they understand and contribute to the delivery of work of the Operations Division within Manx National Heritage as a whole.

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***The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue and is not a fixed specification as the scope may change. MNH reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or their general abilities and as appropriate to the grade. The job description may be reviewed as necessary to reflect future requirements to enable delivery of the Organisation's needs.***

PERSON SPECIFICATION	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
5 GCSEs at grade C (4) or above (or equivalent) including English Language and Maths	E	CV/Pre-employment Checks
Recent relevant experience of working in a customer facing environment	E	CV
Experience of income generation though selling or asking for donations	E	CV/Interview
Sound IT skills, capable of learning and carrying out accurate computer inputting	E	CV/Interview/Test
Numeratorate and able to demonstrate accuracy and attention to detail	E	CV/Interview
Able to communicate clearly, accurately and concisely, both verbally and in writing	E	CV/Interview
<b>Capability</b>		
Able to comfortably carry out the physical aspects of this role, lifting, moving, carrying boxes and negotiating steps and stairs.	E	CV/Interview
Able to work under own initiative as appropriate to grade and can demonstrate successful previous relevant experience	E	CV/Interview
Able to work effectively and collaboratively with colleagues as part of a diverse team, using good interpersonal skills	E	CV/Interview
Recent Experience of working in a retail environment	E	CV/Interview
Experience of till operation and an understanding of EPoS (or demonstrable experience of IT capability)	E	CV/Interview
Experience of cash handling policies	E	CV/Interview
<b>Character</b>		
Self-motivated, hardworking and enthusiastic	E	Interview
Ability to handle normal work interruptions, changes and additions to workload positively	E	Interview
Can do and positive attitude with a pro-active approach	E	Interview
Flexible and adaptable towards duties.	E	CV/Interview
Calm and focused under normal work pressures	E	CV/Interview
Co-operative and responsive	E	Interview

### Other requirements

Full, valid driving licence	<b>E</b>	Pre-employment Checks
Use of own vehicle for work	<b>E</b>	CV/Interview
Isle of Man Worker	<b>D</b>	Application
Flexible with working hours and location as required	<b>E</b>	CV/Interview
Satisfactory Police Check	<b>E</b>	Pre-employment Checks