



STRATA FLORIDA
YSTRAD FFLUR

JOB TITLE: Visitor Services Assistant x2

JOB DESCRIPTION

Strata Florida Trust is looking for two enthusiastic individuals to join our team to ensure a warm and informative welcome to Strata Florida. This is a wonderful opportunity to work at the site of a 12th Century Cistercian Abbey.

Strata Florida Trust (SFT) is a charitable company whose objectives are to preserve the historical and architectural heritage of the Mynachlog Fawr Farm buildings at Strata Florida and advance the education of the public about Strata Florida and its surrounding landscape and heritage. From 2025, the Trust will be working in partnership with Cadw to welcome visitors to Strata Florida.

Title: Strata Florida Trust Visitor Services Assistant x2

Salary: £25,000 pro rata

Location: This role will be based in the visitor centre, Strata Florida Abbey.

Length of Contract: A seasonal fixed-term 7.5 month role from Mid-March to Mid-November.

Hours: Part-time

15-30 hours per week to be agreed with the successful candidates. (The site will be open 7 days per week, with the role split between two individuals. Depending on recruitment, role may be 2-5 days). 9:30-4:30 Monday- Sunday.

Reports to: Strata Florida Trust Director (Carys Aldous-Hughes)

Key Duties

- Providing a warm and courteous bilingual welcome, identifying visitors' needs and seeking to assist them in enjoying their visit.
- Responding effectively to visitor queries about the site, its history, facilities, additional services (e.g. courses, events), Strata Florida Trust, Cadw and the local area.
- Encouraging visitors to donate and support the work of Strata Florida Trust.
- Taking action so that the site is safe, presentable and accessible for visitors, participating in daily site checks.
- Working alongside the Trust's team of volunteers in welcoming visitors.
- Supporting the Director with health and safety checks, fire drills and administering first aid if required.
- Supporting the planning and delivery of courses, events and visits.
- Selling souvenirs, publications and refreshments through cash and card payment methods and ensuring that the retail area is attractively presented and appropriately stocked.
- Ensure the visitor centre is clean and tidy prior to locking up at the end of the day.
- Unlocking and locking the site and toilets at the start and end of each day.

- Work as part of a team with the Director, Heritage Engagement and Outreach Officers, Administrative Assistant and volunteers with on-site activities and projects.
- Undertake any other relevant duties that arise.

Specification

Specification	Our requirement	Status
Experience	Experience working in visitor or customer facing roles	Essential
	Experience handling cash and card payments	Desirable
	Experience working within the heritage or charity sector	Desirable
Skills and qualities	Ability to confidently communicate in Welsh and English	Essential
	Able to work independently and as part of a team	Essential
	Commitment to the aims and objectives of SFT	Essential
	Reliable and trustworthy	Essential
	An interest in Welsh history and culture	Desirable
Other	ICT literate	Desirable

Next steps

To apply, please email Carys Aldous-Hughes (SFT Director), attaching full CV; two references (state whether you are happy for us to contact them before the interview); and no more than one side of A4 describing your interest in the role.

Closing date is **noon, Monday 24th February 2025**. For further details, please contact Carys Aldous-Hughes at carys.aldous-hughes@strataflorida.org.uk

Interviews will be held in the week commencing 3rd March 2025 (tell us if you will find this difficult). The successful applicant will start on Monday 24th March 2025.

These roles are funded through a grant from Cadw.

