

Supporting a thriving Parliamentary democracy

Job Title:	Visitor Assistant
Salary:	£24,000 Per Annum 7 hours per week (Saturdays), normally increasing up to 21 hours during Recess periods
Team:	Chamber and Participation Team
Number of Posts:	22
Contract Type/Duration:	Permanent

Team Information

The Chamber and Participation team brings together functions relating to those who visit Parliament and those who engage with us as an institution. It focuses on building relations with civil society, promoting effective outreach and targeted education experience and materials.

The Chamber and Participation team seeks to inform and educate all citizens about the work and role of Parliament.

Job Information

Our team of Visitor Assistants welcome visitors into and around the Palace of Westminster. We are proactive, creative and customer focussed, providing information and supporting Managers in the day-to-day delivery of Visitor Services during Commercial Opening Days. This will take place within a shift structure that includes weekend work. Please note that a percentage of each shift will involve outdoor work in all weather conditions with prolonged periods standing on your feet.

This post will be in and around the Palace of Westminster and other buildings on the Parliamentary Estate, Westminster, London.

PLEASE NOTE:

You will be standing on your feet for most of the day (breaks will be agreed with your line manager). This post requires you to stand outside in all weather conditions, including heat, rain, snow and wind.

Responsibilities

- Maintain a visual presence at the main entrance to Parliament, ensuring smooth public access and that each visitor is greeted proactively and personally, whilst providing information about visiting.

- Assist visitors to their destinations swiftly and efficiently, effectively managing any specific access requirements, including provide step free access escorts.
- To provide assistance and information for visitors as they make their way along the visitor route.
- To also provide support for colleagues, including Members of both Houses, their staff, Police Officers and Security Staff.
- To work alongside security and other staff, to ensure continuity of excellent service and visitor flow through the building.
- To undertake a variety of duties during Commercial Openings, including visitor/guide co-ordination, distribution and troubleshooting of multimedia guides and customer services.
- To support the Visitor Services Supervisors and other Visitor Services staff in the ever-changing needs of Visitor Services.
- Provide administrative support to Visitor Services functions, including the monitoring of leaflet supplies and actively gathering visitor feedback by promoting surveys, and opportunities for visitors to review their experience.
- To carry out other visitor services duties commensurate with the above as and when new facilities are introduced and any other reasonable management requests.
- Based along the visitor line of route providing information and managing the flow of visitors.

Uniform

The post holder will be required to wear a uniform; this will be provided by the House. Appropriate accessories will be provided where necessary e.g. sun cream and umbrellas.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level or higher, as described in the job description. All successful candidates are required to pass these checks before an offer can be confirmed.

To enable meaningful checks to be carried out you will need to have lived in the UK for a sufficient period of time. To undergo a CTC, you must have normally resided in the UK for a minimum of 3 years out of the last 5 years.

[Click here](#) for further information.

Hours

We welcome applications from candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

A minimum of 28 hours' work per month is guaranteed. This will usually be for 7 hours on Saturdays, within a shift which operates between 8.30 am and 18.30 pm. These hours are net (exclusive of meal breaks.)

During recess periods we will normally offer, and expect you to work, an additional 14 hours per full recess week, when commercial tours are in operation. This may not include a Saturday.

Workplace Adjustments

As an inclusive employer, the House of Commons supports individuals in need of workplace adjustments. The workplace adjustment process prevents, reduces or removes problems you might face at work. Adjustments can be requested to help with obstacles relating to mental health, and physical or non-physical requirements. You can request a workplace adjustment if you have a disability or suffer from a difficulty or disadvantage in your workplace.

Application and Selection Process

Further details will be provided if you are successful at the initial application stage.

We may ask you to complete a test, presentation or other assessment as a part of your recruitment process.

If you are invited to interview, we will ask you a combination of competency questions and role specific questions solely based on the criteria below. Any presentation or test requirements will be clearly communicated to you well in advance of your interview.

As a Disability Confident Leader, it is important that we are able to make appropriate arrangements or adjustments where necessary in order to create a full and equal participation in the selection process. If you require any reasonable adjustments, please contact the recruitment team to see how we can meet your needs.

Our Values

The House Service is proud of our organisational values, which will deliver our strategy. We are looking for people who can bring these values to life:

Inclusive: We value everyone equally; We respect each other; We all have a voice.

Courageous: We try new things; We own our actions and decisions; We learn from our mistakes.

Trusted: We trust each other to do a good job; We are impartial; We build confidence in Parliament with our integrity.

Collaborative: We share our knowledge and experience; We work towards a shared vision; We know we work better in a partnership.

Skills and Experience

Criterion 1

Experience of providing excellent customer service in a pressurised visitor/customer service environment.

Criterion 2

Maintaining an inclusive work ethic with both colleagues and members of the public.

Criterion 3

Experience of exercising sound judgement in dealing with a difficult situation.

Criterion 4

Excellent communication skills with the ability to deliver information effectively.
