

VISITOR EXPERIENCE TEAM

The Grange Festival is an arts charity which presents a dynamic programme of opera, dance, and concerts each June and July, held on an unparalleled English country estate sixty miles southwest of London, and nine miles northeast of Winchester. Alongside the Festival we run a year-round programme of work in communities, in schools, and with emerging talent, engaging with our Hampshire communities as well as partnering with the wider education and performing arts sectors.

Seasonal from 26 May – 9 July 2025 – *Please outline your availability for the full period of the contract.*

£12.50/hour

MAIN PURPOSE OF THE JOB

As a member of the Visitor Experience Team, you will play a key role in ensuring our patrons have a seamless and enjoyable visit. The position is available across multiple shifts, with tasks including preparing the site in the morning, welcoming guests, assisting with their needs throughout the day, and ensuring a smooth guest experience at all stages.

KEY RESPONSIBILITIES

- Site clean-up and set-up.
- Greet visitors warmly, direct them to their car parking space, and provide them with essential festival information.
- Assist with ticketing, provide venue information, and guide guests to various areas, including dining options and theatre seating.
- Ensure a safe and welcoming environment for all visitors, including monitoring performances and dining locations and proactively addressing any health and safety issues, disruptions or arising customer needs.
- Collaborate with the team to ensure smooth day-to-day operations of the festival.

WHAT WE'RE LOOKING FOR

- Strong communication and customer service skills.
- A friendly, approachable manner and a positive attitude
- Ability to work well in a fast-paced environment.
- Previous experience in a visitor-facing role is desirable but not essential.
- A passion for the arts and cultural events.

WHAT WE OFFER

- The chance to work at one of the UK's premier arts festivals.
- A dynamic, fun, and collaborative work environment.
- Competitive pay and opportunities for growth.
- Training and support to help you excel in your role.

SHIFT DETAILS & HOW TO APPLY

Shifts are available between 10:00 AM and 10:00 PM. Shifts will vary, including weekends, and will cover the festival period from May 26 - July 9th, 2025.

Please submit your CV detailing your relevant experience. You may also provide a cover letter or video introduction describing how this role aligns to your career aspirations.