

**Job Title: Gate House Assistant**
**Location:** Goodwood Art Foundation, Goodwood Estate
**Reports to:** Head of Operations and Customer Experience

**Job Overview:**
The **Gate House Assistant** at the Goodwood Art Foundation will serve as the first point of contact for all visitors, ensuring a smooth and professional experience upon arrival and departure. This role is crucial in managing access for all customers, dealing with on the day sales, checking of entry tickets, monitoring traffic flow, and ensuring that all visitors and vehicles adhere to the site’s policies and procedures. The Gate House Assistant will liaise with the main reception and other colleagues to coordinate the arrival of external stakeholders and ensure accurate visitor records are kept.

**Key Responsibilities:**

* **First point of contact** for internal and external stakeholders, greeting all visitors in a professional and courteous manner.
* **Ticket Management** ensuring all customers either have tickets to be scanned or are required to purchase those prior to entry.
* **Provide information/directions** to all those entering the site, on the correct parking locations and provide clear instructions on any specific or relevant procedures to customers.
* **Maintain accurate records** of all visitors entering and leaving the site, ensuring up-to-date logs are kept for security and tracking purposes.
* **Liaise with the main reception or colleagues** to confirm the arrival of external stakeholders, ensuring smooth coordination of visitor access.
* Ensure a **tidy and clean working environment**, keeping the gatehouse and surrounding areas well-maintained at all times.
* **Adhere to health and safety rules**, ensuring that all site visitors and vehicles comply with the relevant safety procedures while on the estate.
* Provide **assistance to visitors and staff** as needed, including answering any queries about the site, directions, and security protocols.

**Key Requirements:**

* Excellent **communication skills** with the ability to interact effectively with a diverse range of internal and external stakeholders.
* A **proactive and responsible attitude**, taking initiative when necessary to resolve issues or assist visitors.
* Previous experience in a similar role, ideally within a high-traffic, visitor-heavy environment.
* Ability to maintain **professionalism** while handling multiple tasks, including liaising with reception and managing visitors.
* A **flexible approach** to working hours and duties, with a willingness to adapt to changing circumstances.
* Good physical fitness, as the role may involve standing for extended periods and walking around the site.
* Excellent attention to detail to ensure accurate visitor records and compliance with safety and security policies.

**Desirable Qualifications:**

* Experience in a similar role, particularly within an arts or heritage setting.
* Familiarity with basic **health and safety regulations** in a workplace environment.

**Benefits:**

* Competitive salary.
* Opportunities for training and development within the Goodwood Estate.
* Work within a dynamic and prestigious environment at the Goodwood Art Foundation.

At the Goodwood Art Foundation, we are dedicated to maintaining a welcoming and safe environment for our visitors and staff. As a Gate House Assistant you will play a key role in ensuring that visitors and vehicles are managed effectively and that our high standards of security and hospitality are upheld. If you are a reliable, attentive individual with a passion for providing excellent service, we would love to hear from you.