



Visitor Experience Administrator Job description

BACKGROUND

Nothe Fort is officially the Best Large Visitor Attraction in Dorset and we are looking for someone special to join our award-winning team!

Located at the entrance to Weymouth Harbour, the Fort has stunning views across the Dorset coastline. We have a maze of underground passages, parade ground, ramparts, a museum, café and shop.

Nothe Fort is managed by the local charity, Weymouth Civic Society. We have a large team of 12 members of staff and over 120 volunteers. Last year we had over 84,000 visitors, worked with over 180 local partners and ran 170 events.

Visitor Experience Administrator

This role will support the smooth day-to-day operation of Nothe Fort including supporting the administration for staff and volunteers, group visits and events. You will also be involved in the day-to-day visitor experience at front of house.

You will play a key role in ensuring high standards of visitor service, training compliance and administrative organisation.

The post-holder will work closely with staff and volunteers to maintain a safe and welcoming environment.

DUTIES

Administration for staff and volunteers

- Coordinate the DBS portal and coordinate relevant checks for staff and volunteers.
- Coordinate First Aid training records, equipment checks and appropriate cover arrangements.
- Coordinate training programmes for staff and volunteers, ensuring records are maintained and requirements are monitored.
- Prepare and maintain induction packs for new starters and volunteers.

- Support the organisation of team events such as volunteer Christmas and summer parties and coffee mornings, working collaboratively with colleagues.

Coordinating Group visits

- Support Nothe Fort schools' evacuee experience programme from initial school enquiries, provisional bookings, confirmation and invoicing after the visit.
- Working in partnership with team members, ensure appropriate volunteer staffing for the evacuee experience
- Support group visits including colleges, special needs groups, and community groups from initial enquiries, booking and their visit.

Supporting Visitor Services

- Provide Front of House with staff cover when necessary. This will include working at admissions, shop and duty management. This will include some weekends.
- Support the management of weddings, including liaising with customers and partner organisations.

Supporting Events & Marketing

- Support the marketing manager as required.
- Support the events manager to prepare and deliver the holiday activity, and events programme.
- Provide event support, including weekends, as required.
- Support additional openings as required.

Other

The post-holder will undertake other duties that may reasonably be required by the organisation from time to time, reflecting the flexible and collaborative nature of the role.

KNOWLEDGE / EXPERIENCE

Essential

- Administrative experience
- Experience of working with Microsoft packages
- Customer care experience
- GCSE (or equivalent) in Maths & English

Desirable

- Experience of working with Volunteers
- EPOS till experience

SKILLS NEEDED

- Excellent organisational skills.
- A willingness to learn new skills.
- Flexible approach.
- Able to prioritise their workload.
- Excellent problem-solving skills, with a can-do attitude
- Good communication skills and a willingness to talk in public.
- An ability to carry out duties in a professional manner.
- A friendly and approachable manner.
- An ability to mix with a wide age range and backgrounds.
- An ability to work well under pressure in a busy environment.
- An ability to work as part of a team and independently.

WORKING PATTERN

- You will be managed by the General Manager and work with the Visitor Experience team.
- 37.5 hours per week. Core hours Monday – Friday 9am – 5pm
- You will be expected to work one weekend a month and support the occasional event during a weekend.

CONDITIONS

- £25,000 - £26,000 per annum depending on experience
- 31 days paid holiday per year (including bank holidays)
- Nest Pension scheme
- Uniform including t-shirts and jumpers will be provided.
- All employment offer is subject to satisfactory DBS check and personal references.

TO APPLY

Please send your c.v. and a covering letter to amanda.duke@nothefort.org.uk

Your covering letter should explain how your skills and experience are relevant to the duties of Visitor Experience Administrator, and why you want the role.

Deadline: **10am, Monday 10th August 2026**

Interviews: **Monday 17th August 2026**

Please can you ensure that you are available to attend an interview in person on Monday 17th August. If you cannot make the interview date, please make this clear in your cover letter.

If you have any questions, please do not hesitate to contact Amanda for a chat on 01305 766626