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**Job Description ESP/HA025**

Job Title: Weekend Heritage Assistant (Templemore Baths)

Location: Templemore Baths, 96 Templemore Avenue, Belfast

Reports to: Creative Programme Officer, Templemore Baths

**Terms and conditions**

**Positions available:** We are recruiting for 2 posts.

**Hours of work:** Hours of work can vary based on activity in Templemore Baths Heritage Centre. The main hours required for this post are 12-3pm Saturday and Sunday. The post-holder may be offered additional hours on Saturday and/or Sunday as well as hours during the week.

**Wage:** Real Living Wage at £13.45 per hour.

*EastSide Partnership is only able to accept applications from individuals who are currently eligible to work in the UK. We will only interview applicants who appear, from the information provided, to be most suitable in terms of the person specification.*

**Main Purpose of Job**

The overall aim of this role will be to support the Creative Programme Officer to animate the heritage spaces in Templemore Baths through a programme of tours, workshops and events that will engage the local community, schools and visitors.

**Summary of responsibilities and personal duties**

*Welcoming Visitors:*

* Provide a warm welcome for visitors to Templemore Baths Heritage Centre, orientating visitors through the space as required.
* Answer visitor queries and take details of any contacts who require further information from the Creative Programme Officer.
* Assist visitors with booking tours and meeting/event spaces
* Ensuring the heritage space is clean and safe before and after tours and events, working alongside GLL Better leisure staff and the Courtyard Café staff.

*Tours:*

* Welcome tour groups into the Interpretive Space.
* Provide guided tours of Interpretive Space for pre-booked groups and visitors with tickets.

*Other:*

* Checking tour ticket sales on-shift.
* Merchandise stocking, sales, cash-handling and card payment transactions.
* Provide support for events in the Interpretive Space including room set up/take down, basic maintenance, AV management and stewarding.

**Person Specification** **ESP/HAO25**

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|  | **Essential** | **Desirable** |
| **Experience** | A minimum of 1 year experience:* Working in a customer/visitor facing role
* Communicating and engaging effectively with a diverse range of people at all levels
 | * Experience delivering presentations, tours or any public speaking
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| **Attainments/ Education** | * A good standard of literacy and numeracy
 | * World Host or any training in customer service
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| **Skills** | * Ability to deliver excellent customer service
* Ability to take own initiative to solve minor issues.
* Excellent interpersonal and communication skills
* Basic computer literacy or interested in learning how to use; Microsoft Office programs and the use of electronic payment machine.
* Confident to handle and record cash transactions in line with agreed policy
 | * Any other IT skills such as: Canva, social media, digital photography
* Fluency in any other languages
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| **Knowledge & Values** | * Passionate about the heritage of east Belfast and with knowledge of Templemore Baths (Full training will be provided)
 | * Knowledge of east Belfast’s heritage and tourism offerings
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| **Circumstances** | * Able to work Saturday & Sunday, 12-3pm weekly.
 | * Open to being flexible to work additional hours including occasional evenings and weekdays
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**Application Process** **ESP/HA025**

**Application**

* Completed applications must arrive by **12pm on Thursday 9th October 2025.**
* Applications should be sent by email to gillian@eastsidepartnership.com and will be acknowledged by email. If not acknowledged, please contact Gillian on 028 9045 1900
* Application MUST be by application form. No CVs can be accepted.
* To be accepted the application **must** include the monitoring form.
* EastSide Partnership is only able to accept applications from those individuals who are currently eligible to work in the UK
* We may only interview those applicants who appear, from the information provided, to be the most suitable in terms of the person specification provided.

**Equal Opportunities**

* EastSide Partnership is an equal opportunities employer. EastSide Partnership does not permit unlawful discrimination of any kind against any person on grounds which include gender, sexual orientation, marital status, religious belief or political opinion, race or disability. Unlawful discrimination is defined as treating a person less favourably than others are, or would be treated in the same or similar circumstances.

**Canvassing**

* Canvassing in any form will, if proved to the satisfaction of EastSide Partnership, disqualify a candidate for the appointment.

**Interviews**

* **Interviews will be held on 24th October 2025.** Please ensure your availability for interview on this date prior to application, as it will not be possible to arrange an alternative date.

**Job Description**

* The duties outlined in the Job Description serve as a guide to the current and major responsibilities of the post. These will inevitably vary as the role develops and the Job Description will be reviewed on a regular basis. Changes will be subject to consultation with the post holder.

**Background Information**

**EastSide Partnership** (ESP) is a charity leading the regeneration of east Belfast. We work alongside community-based organisations, elected representatives, statutory agencies and local businesses, to deliver a wide variety of projects seeking to benefit residents, visitors and our neighbours.

**Vision**

A thriving, connected and welcoming east Belfast which is;

* Economically thriving; a community where people want to live, work and invest
* Connected; bringing local people together at an individual and neighbourhood level, as well as being connected to the rest of the city, and to our neighbours and beyond
* Welcoming; bringing visitors to the area to celebrate east Belfast

**Mission**

To improve quality of life in east Belfast;

* Helping local people to have a say in what happens in their lives and in their local area
* Supporting people who are most in need to improve their life changes and take opportunities
* Encouraging everyone in east Belfast to enjoy green space and culture
* Celebrating the diverse cultures of east Belfast
* Welcoming new people to visit and live in the area

**Strategic Priorities**

* To lead on and advocate for the regeneration of east Belfast
* To facilitate and co-ordinate relevant partners to work together for the regeneration of east Belfast
* To improve and animate the built and natural environment of east Belfast
* To improve the life changes and opportunities of the most in need in east Belfast
* To be a sustainable effective organisation
* To develop, celebrate and promote the culture, creativity and heritage of east Belfast

A copy of our strategic framework can be found here;

https://www.eastsidepartnership.com/strategic-framework-2025-2030

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EastSide Tourism, part of EastSide Partnership, aims to coordinate and deliver responsible, sustainable and impactful culture-led regeneration, pushing boundaries to put east Belfast on the map.

EastSide Tourism will fulfil our aim by:

* Positioning EastSide based on our collective strengths and in alignment with the strategic development of tourism in Belfast, Northern Ireland and island of Ireland.
* Empowering EastSide by investing in local people and local businesses to maximise our collective potential and proudly celebrate our rich cultural tapestry and modern-day personality.
* Creating Experiences unique to east Belfast, to enhance our city’s visitor offering and maximise the socio-economic impact of tourism on both people and place.
* Sustaining for the Future through a circular model of regenerative tourism development, adopting an entrepreneurial approach based on social economy principals and maximising partnerships both internally and externally.

***About Templemore Baths***

Templemore Baths are the last working Victorian public baths in Ireland and were opened in the late nineteenth century. They provided washing and sanitary facilities for the families who came to live in east Belfast attracted by the development of the Harland and Wolff shipyard and other manufacturing industries.

The redevelopment of Templemore Baths is part of Belfast City Council’s £105 million Leisure Transformation Programme for the city. The project has received £17 million investment from that programme along with a £5 million grant from The National Lottery Heritage Fund to restore the existing building to its former glory and extend to provide new facilities.

EastSide Partnership manages the day-to-day visitor engagement programme for the heritage space and works closely with GLL, Belfast City Council and The National Lottery Heritage Fund to bring this important space alive for the community and visitors.