Cobham Hall

Day and Boarding School for
Girls and Boys aged 11 - 19.

Education for life.

# Welcomer

## Candidate Information Pack



THERE'S MORE IN YOU THAN YOU THINK.

# Welcome to Cobham Hall

**Set within a stunning historic estate and 150 acres of picturesque Kent countryside, yet just 30 minutes from central London, Cobham Hall provides the ideal blend of academic excellence and broad education.**

A rare opportunity to join a small, friendly, supportive community, where class sizes are small and students are engaged and welcoming.

Closing date for applications: **Tuesday 1st December 2026**

The School reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.



Key facts about the role:

Part of the Mill Hill Education Group

## Salary

£12.60 AN HOUR

## Hours

ROUGHLY 10 DAYS A YEAR

## Reporting Manager

THE COMMERCIAL MANAGER

# Job Description

## Key Tasks and Responsibilities:

### Purpose of the Role:

Cobham Hall School is seeking a friendly, professional and approachable Welcomer to be the public face of our historic building during our open-to-the-public days. This role is key to ensuring that every visitor receives a warm and informative welcome and enjoys a positive experience from the moment they arrive.

The Welcomer will greet members of the public, oversee ticket sales, and provide helpful information about the Hall and its activities. Working as part of a small team of Tour Guides and fellow Welcomers, the postholder will help ensure that visits run smoothly and that our guests feel both well looked after and keen to return.

### Key Responsibilities:

- Provide a warm, friendly and professional welcome to all visitors to Cobham Hall.
- Working with Guides, welcoming guests for house/ garden tours and being responsible for collecting appropriate admission charges and issuing entry tickets where necessary as well as keeping accurate records of sales.
- Work closely with Tour Guides and other Welcomers to ensure the smooth running of each open-to-the-public day.
- Help manage visitor flow to maintain a safe and enjoyable environment.
- Dealing skilfully with a variety of visitors under a variety of circumstances.
- Maintain a tidy and presentable welcome area at all times.
- Report any issues or concerns to the Duty or Commercial Manager.
- Taking responsibility to find a replacement Welcomer if you cannot attend on a day that has been assigned to you. Tour schedules are completed and Guides and Welcomers are assigned dates to attend in advance. Schedules are then sent to Guides and Welcomers. Guides and Welcomers are required to confirm that they can attend the tour(s) they have been assigned.

# Person Specification

## Essential Skills and Knowledge

- A friendly, confident and approachable manner.
- Excellent customer service and communication skills.
- Comfortable dealing with members of the public of all ages.
- Reliable, punctual and well-presented.
- Able to handle money and operate a simple ticketing system accurately.
- Able to work well as part of a small team and independently.
- Enthusiastic and flexible.

## Desirable

- An interest in history, heritage or historic buildings.
- Previous experience in a customer-facing, visitor services or hospitality role.
- Experience of handling payments or working in a retail or ticketing environment.

# Why Choose Us




- Excels in STEM and the Arts: 100% pass rate in Biology, Chemistry, Physics and Music.
- Non-selective nature inspires every student to step beyond their comfort zone.
- 1/3 of GCSE students achieved Grade 7 (A*/A) or above in all of their subjects.
- 20+ nationalities across our community.
- 90% of A Level subjects had a 100% pass rate.
- A digital school.
- More than 75% of students get into their first choice university, including Russell Group universities.



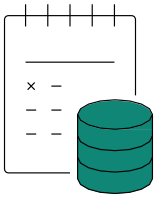




# Cobham Hall Benefits



Free on-site parking



Pension schemes



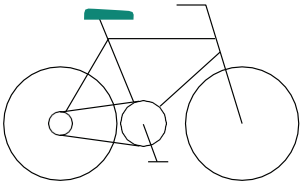
Opportunities for continued professional development



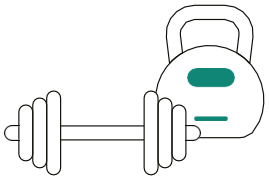
Access to 150 acres of Grade II* designed parkland



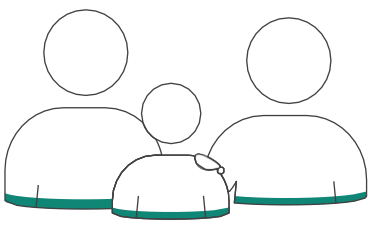
Lunch included



'Cycle to Work' Scheme



Use of the School fitness room, studio and swimming pool



Small class sizes

# How to Apply:

1. If you would like to apply for this role, please complete an application using the Apply button below.

APPLY

2. Our Guidance Notes for Applicants can also be found on the portal. Please complete the application by **Tuesday 1st December 2026**

Please note that we are unable to accept applications unless they are made on our own application form. Due to the large number of applications the School receives, please be aware that only shortlisted candidates will be contacted to be invited for an interview.
The Mill Hill Education Group reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.



The Mill Hill Education Group is committed to safeguarding the welfare of children. As part of our Recruitment Checks, the appointed candidate will be subject to a Social Media and Enhanced DBS Check.

The Education Group apply for an Enhanced Disclosure from the Disclosure and Barring Service (DBS) for all positions at the schools which amount to regulated activity. The role you are applying for meets the legal definition of regulated activity with children.

If you are successful in your application you will be required to complete a DBS Disclosure Application Form. Employment with the schools is conditional upon the schools being satisfied with the result of the Enhanced DBS Disclosure. Any criminal records information that is disclosed to the schools will be handled in accordance with any guidance and/or code of practice published by the DBS. It is an offence for person barred from working with children to apply for this post.

The Mill Hill Education Group is committed to Equal Opportunities and welcomes applications from all sections of the community.

Successful applicants will also be expected to keep up to date with annual safeguarding training and School specific safeguarding information.

# Cobham Hall

A day and boarding school for girls and boys aged 11-19

**Education for life.**










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Follow us @cobhamhall

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STEINWAY & SONS

Mill Hill EDUCATION GROUP

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