

Job description - Recreation assistant (PB6B)

Job summary

As Recreation Assistant, you will work within the Recreation team to welcome visitors to Westonbirt, the National Arboretum. Contribute to providing visitors with a service that exceeds their expectations. Promote a work environment that is positive, productive and practices support and respect between individuals and teams.

Key responsibilities & accountabilities

- work within the Recreation team to welcome visitors to Westonbirt, the National Arboretum
- contribute to providing visitors with a service that exceeds their expectations
- promote a work environment that is positive, productive and practices support and respect between individuals and teams
- operate the admissions area scanning tickets checking membership and handling cash, credit and debit card sales
- help to give information and deal with enquiries from customers in a positive and friendly manner
- ensure the public areas are kept clean and presentable
- assist the events and learning teams in setting up and delivering events and activities
- work with and support volunteers
- welcoming all visitors including school groups, vulnerable adults and children
- follow set guidelines and processes to provide customer services, such as cash handling procedures and risk assessments
- liaise with delivery partners such as the Restaurant and Shop concessions to ensure a cohesive customer offer
- working outdoors in all weather completing manual tasks including maintenance and manual handling
- provide overtime: If overtime is needed then staff will be invited to volunteer. If there are not enough volunteers, you may be required to work overtime with at least 48 hours' notice

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- experience of delivering excellent customer service
- proven ability to work as part of a team
- competent IT user with experience of Microsoft Office packages, the internet and email.
- a full UK current driving licence
- willingness and ability to work outdoors in all weathers and to carry out manual maintenance tasks
- experience of undertaking cash handling duties

Desirable professional and technical experience

- experience of operating electronic admissions or retail till systems
- a working knowledge of risk assessments and safe working in an outdoor setting
- experience of working at a visitor attraction in the heritage and or environment sector
- experience of assisting with the delivery of events and activities

