

Job Description - Visitor Services Assistant (PB6b)

Job summary
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 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. • First aid. • 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. • Responsibility for supervision of volunteer teams as required. 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 current driving licence that enables them to drive in the UK. • 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.