

Visitor Services and Retail Assistant - 20 hrs

National Botanic Garden of Wales - Carmarthen SA32

£7.50 an hour - Part-time, Temporary

Visitor Services and Retail Assistant (VSR) – 20 hrs Part Time

This is a good opportunity for someone with an interest in customer service and enthusiasm for working as part of a flexible team to contribute to the success of one of the most iconic destinations in Wales.

The National Botanic Garden of Wales is making a real difference to conservation, education, sustainability, and the enjoyment of the visitor. Find out more by exploring our web site <http://www.botanicgarden.wales>

VSR Assistants are part of the Retail and Admissions team at the Garden working in one of three Retail outlets. These outlets are the Gatehouse at the main entrance, Y Pot Blodyn Garden Centre and the Gift Shop in the Stable block.

Responsibilities include providing a wide range of high standard customer direction and information services, promoting admission and membership sales, and encouraging visitor enjoyment. Responding to routine and individual needs, covering for others in the Retail team as well as more widely across the Garden, and supporting the Garden's core mission. Tasks are varied and involve collecting and coordinating information and activities, driving buggies around the site, and contributing to a range of other service activities that promote the Garden's reputation and ongoing success. Someone who can juggle priorities while staying calm when under pressure in a busy environment, you will also be well organised, dependable and adaptable. This role requires a well mannered, smart and polite individual, keen to advise and assist visitors and to provide high levels of customer care. You must be able to work flexible hours including weekends, Bank Holidays and special events as well as covering in other departments if required.

OUTLINE DETAILS OF APPOINTMENT

This is a part time role covering with other members of the team on a 3 days out of 7 basis, with the possibility of increasing in the busier periods. The salary meets National Living Wage. The role will commence February 2018.

Informal enquiries are welcome and should be directed in the first instance to Janine Oram
Tel: 01558 667153

Applications, in the form of a cover letter and CV clearly showing how you meet the criteria should be sent, preferably as electronic copy by 29 January 2018 to simon.bridge@gardenofwales.org.uk or by post to Simon Bridge, National Boatnic Garden of Wales, Llanarthne, Carmarthenshire SA32 8HN.

OUTLINE purpose of the role

Visitor Services Assistants are part of the small bilingual retail team at the main entrance to the Garden where they welcome visitors. Responsibilities include providing a wide range of high standard customer direction and information services, promoting admission and membership sales, and encouraging visitor enjoyment. Responding to routine and individual needs, covering for others in the retail team as well as more widely across the Garden, and supporting the Garden's core mission. Tasks are varied and involve collecting and coordinating information and activities, driving buggies around the site, and contributing to a range of other service activities that promote the Garden's reputation and ongoing success.

General Responsibilities

- Welcoming and serving customers and visitors providing wide-ranging, knowledgeable, and professional bilingual visitor services, operating face-to-face, on the telephone and via e-mail enquiries.
- Demonstrating high standards of customer care at all times. Aiming to promote visitor enjoyment, maximise sales, and encourage return visits as well as wider customer satisfaction and positive feedback.
- Working reliably, efficiently, and creatively with others in the gatehouse and retail team, ensuring operations are smooth and needs are covered at all times.
- Contributing and communicating as a member of the Garden staff team to any activities or duties that support and promote the Garden, and help in its smooth day-to-day running and its overall success.
- Supporting and promoting the ethos, activities, and reputation of the National Botanic Garden of Wales. Facilitating and encouraging use of the Welsh language.
- Observing health and safety systems and procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to the Head of Trading and Admissions, the Duty Manager, or an appropriate responsible or senior person.
- In all aspects of the role, building excellent relationships with others inside and beyond the Garden is expected.

Specific Duties

- Attending for work punctually and dependably with a clean and smart appearance wearing a name badge at all times.
- Selling admissions and events tickets, gift vouchers, Garden guides, trail-guides and other materials or items. Dealing with group booking enquiries, sending out booking forms, greeting coach groups on arrival.
- Actively promoting and encouraging sales of gift aid and membership to our visitors in an effective, efficient and friendly manner.
- Guiding visitors and others by indicating where things are in the garden, what is on, the areas of interest, and what to look out for. Learning about, and increasing your personal knowledge of the Garden and its activities in order to be able to do this effectively.
- Answering the telephone with a bilingual greeting and in a polite and friendly manner, transferring to relevant persons and/ or taking messages. Passing on messages by e-mail, phone, or radio as appropriate.
- Taking money and handling cash using the EPOS till system. This includes handling credit/ debit cards and gift vouchers. Providing change to other staff if needed. Cashing up at the end of the day, ensuring that the tills balance.
- Taking a pride in the Gatehouse environment, keeping all work areas, entrance and subsequent areas for visitors clean, tidy and in order.
- Gathering information, entering data into spreadsheets, and monitoring and reporting Gatehouse information and customer feedback.
- Checking the buggies, driving as requested to transport visitors or items around the Garden, and reporting and faults.
- Liaising and working with Volunteers, acting also as a Volunteer liaison point.
- Dealing with enquiries about mobility access and aids, organising and booking aids, and showing people how to use the mobility scooters or helping them get wheelchairs.
- Taking Lost/Found property enquiries and entering any Lost/Found property into the appropriate files.
- As necessary participating actively ‘hands-on’ as part of on-floor trading team throughout the Garden (gift shop, plant sales, or other areas).
- Dealing politely with visitor comments and complaints, responding directly or as

- appropriate taking note and referring matters elsewhere.
- As required acting as the focal coordinating point for any accidents and incidents, liaising with other staff and/or the Duty Manager as necessary

Job Type: 20 hours, Part-time

Required language:

- Welsh

Job Types: Part-time, Temporary

Salary: £7.50 /hour

Required experience:

- Retail: 1 year