



WESTON PARK

VISITOR WELCOME ASSISTANT (CASUAL TEAM MEMBER)

JOB DESCRIPTION

*This Job Description lists not-exclusively the Main Duties of the job holder.
This is a working document and additional tasks may be added to, or duties removed from, the list of main duties from time to time; these will be discussed with the job holder.*

Place of Work:	Admissions Office
Responsible to:	Head of Estate Operations
Responsible for:	None
Liase with:	All Heads of Department Sales & Marketing Team Estate Operations Team Operations Teams (Front of House, Kitchen and Housekeeping) Granary Brasserie & Café Accounts Department

Scope and General Purposed

1. To assist the Head of Estate Operations in all aspects of the day to day running of the admissions department to welcome visitors to the estate during our seasonal opening programme

Admissions

With the Head of Estate Operations & Marketing Manager

1. Welcome visitors to the estate as the first point of contact
2. Process ticket and retail sales
3. Maximise Gift Aid uptake and have a clear understanding of the financial benefit that Gift Aid has to the Weston Park Foundation, the charitable trust that owns and maintains the estate
4. Maximise Annual Membership sales
5. Ensure that visitor data is captured and inputted into the till system correctly
6. Be knowledgeable and confident when speaking to visitors
7. Ensure that all information including digital Wallboards is up to date and that there is plenty of stock of Visitor Welcome Maps, Parkland Walks Maps and Membership Cards

Security and Cash Handling

1. Be responsible for accounting of monies and receipts paying particular attention to security procedures
2. Balancing the till at the end of each working day.

Customer Relations

1. Be passionate about Weston Park; you are the first point of contact on a visitors day out and their first impression of Weston Park
2. Ensure that all visitors are dealt with courteously and that a high standard of customer service is provided at all times
3. To deal with and resolve any customer queries
4. Provide advice and information on Annual Pass membership, Gift Aid and the Weston Park Estate
5. Upsell products by offering Annual Passes as best buy tickets.

Health & Safety

1. Maintain the sales floor in the admissions area and ensure it is kept in a clean and tidy condition
2. When working to be aware of Weston Park Enterprises Ltd Health & Safety policies and procedures
3. When working to be aware of the Health and Safety issues affecting the admissions area, staff and visitors
4. Be familiar with emergency procedures such as fire evacuations and ensure that staff, volunteers and the visiting public comply
5. A First Aid qualification is desirable but not essential

WORKING IDEALS

Working Together

- Think and act in the interests of “one Weston Park”, not just in the interests of our own part of the Company, be that the Kitchen Department, Sales and Marketing Department, Park Operations etc.
- Build trust and confidence between ourselves, different parts of the Company: for example, between Weston Park Enterprises Limited (the trading company) and Weston Park Foundation (the charity) our partners Levy Restaurants UK Ltd and between staff and volunteers.
- Learn from our own and others’ experiences all the time, both inside and outside the Company and do not be afraid to admit mistakes.

Achieving Results

- Take and accept personal responsibility for what we do.
- Focus on results, rather than the process for getting there.
- Act prudently with our resources, from a financial and people perspective
- Learn from our own and others’ experiences all the time, inside and outside the Company and do not be afraid to admit mistakes.

Being Innovative

- Be ready to experiment and take some informed risks in what we do.
- Think and act creatively.

Communicating

- Communicate and share information with each other.
- Take pride in all we do.

Making Decisions

- Make clear and timely decisions and make sure there is accountability for putting them into practice and judging results.

Serving Customers

- Understand and meet our customers’ needs, whether the customer is a visitor, a partner, a resident, another member of staff, or a volunteer.
- Take pleasure in all we do.