

# Job Description

## VISITOR EXPERIENCE ASSISTANT

### Information Centre

<b>Reporting Line:</b>	Head of Retail, Retail Manager
<b>Department:</b>	Visitor Services (VS)
<b>Main Function:</b>	Take an active leading role in providing and ensuring an excellent visitor experience is provided at all times and ensuring maximum enjoyment for all visitors. Provide accurate and informative information for all visitors face to face, via the telephone and email. Actively optimise income generation through promoting the benefits of membership and events at Hever Castle.
<b>Seasonal Contract:</b>	9th Feb 2022 – 2 <sup>nd</sup> Jan 2023
<b>Hours:</b>	6 days on a Rolling two week rota: Includes alternate weekends and bank holidays. Hours vary depending on the season.

#### Duties & Responsibilities:

##### VISITOR EXPERIENCE

- Welcome all visitors, schools and other groups visiting Hever Castle and to encourage visitors to engage with the exhibitions and activities.
- Excellent customer service, providing a friendly, helpful and approachable, observing at all times the principles of visitor care as defined by Hever Castle Ltd.
- Provide accurate and informative information to help all visitors enjoy their visit.
- Ensure visitors with special needs are offered appropriate and relevant assistance.
- Ensure all customers are offered appropriate Guide Books
- Actively promote the benefits of membership to paying visitors in order to increase the membership base.
- Monitor daily the Online Shop platform, responding to customers by email and preparing all paperwork for dispatch. Keep reporting records up to date.
- Keep up to date with relevant policies and practices and issued by Hever Castle Ltd.
- Acquire a good knowledge of Hever Castle and Gardens, its history and events programmes.
- Help to maintain an attractive, clean and tidy environment.
- Ensure that all accounting procedures, daily and weekly are handled in accordance with Hever Castles policies and procedures, so that all audit requirements are adhered to.
- All transactions (cash, cheque and credit/debit card) are effectively handled following cash handling, cashing up and reconciliation procedures accurately.
- Be responsible for balancing takings at the end of the day in accordance with the current security and administrative procedures. Take all reasonable precautions as directed to keep cash, documentation, other valuables and equipment secure.
- Complete all necessary records and documents legibly and correctly
- Ensure the general health and safety of visitors and employees.

## **INFORMATION CENTRE DUTIES**

- Dealing with visitor enquires on a daily basis either face to face, or via the telephone or email.
- Selling and processing annual memberships.
- Monitoring the Online Shop platform and processing and recording on a daily basis.
- Keeping well stocked all relevant information required to operate on a daily basis.
- Merchandising and maintaining information displays under guidance from Retail Supervisor and Retail Manager
- Monitoring and maintaining cleanliness of the Information Centre on a daily basis.
- Ensuring all areas are secure at the end of the day, and reporting any problems such as vandalism, unpaid entry, or anti-social behaviour.
- Undertaking Open and Close procedures.
- Managing lost property.
- Assisting the Estate Office when required.
- Processing and booking of event tickets either face to face or over the phone if required.

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:**

### **Knowledge:**

- Good basic education with evidence of competencies in numeracy and literacy.
- Knowledge of the Hever Castle estate and history.
- General awareness of Health and Safety and security issues.

### **Skills:**

- Persuasive selling skills
- Well organised
- Good team worker with the ability to work alone
- Customer focussed
- Strong communication skills (verbal & written)
- Assertive
- Proven self-motivator
- Able to cope with varying pressures
- Excellent computer skills
- Excellent telephone manager

### **Experience:**

- Customer service experience (1 year)
- Sales and working to targets (1 year)
- Used to dealing with the public in face-to face situations
- Cash handling
- Experience of working in the heritage sector or at a visitor attraction (desirable)