

Job Description

VISITOR EXPERIENCE ASSISTANT

Retail

Reporting Line:	Head of Retail, Retail Manager
Department:	Visitor Services (VS)
Main Function:	To 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. Actively optimise income generation though promoting the benefits of membership, events at Hever Castle. Ensuring that the site & its assets are safe & secure in order to keep it a safe and enjoyable place to visit & work.
Seasonal Contract:	9 th Feb 2021 – 2nd Jan 2023
Hours:	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.
- Ensure all visitors are provided with excellent customer service at all times.
- Excellent customer service; providing a friendly, helpful and approachable observing at all times the principles of visitor care as defined by Hever Castle Ltd.
- Dealing with visitor enquires on day to day bases either face to face, or via the telephone.
- Process mail orders, taking payment and ensuring goods are packaged correctly and sent goods
- Picking, Packaging and Dispatching Online orders using the franking machine. Recording correctly the dispatch date and order number.
- Help to maintain an attractive, clean and tidy environment with informative information points.
- Ensure visitors with special needs are offered appropriate and relevant assistance.
- 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.
- Actively promote the benefits of membership to paying visitors in order to increase the membership base.
- Ensure all customers are offered a Guide Book.
- Ensure that all accounting procedures, daily and weekly are handled in accordance with Hever Castle's 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.

RETAIL DUTIES

- Stock Control - Checking deliveries, accurately in line with procedure. Ensure all stock delivered is of the quality and standard expected.
- Pick stock for shop replenishment from the stock room, ensuring accuracy at all times,.
- Merchandising and maintaining shop displays under guidance from Retail Manager and Head of Retail.
- Ensuring the general health and safety of visitors and employees.
- Monitoring and maintaining cleanliness of the shop 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.

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.

Skills:

- Persuasive selling skills
- Well organised
- Good team worker
- Ability to work alone
- Customer focussed
- Strong communication skills (verbal & written)
- Assertive
- Proven self-motivator
- Able to cope with varying pressures
- Ability to lift and move stock items of all sizes

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)