



Temporary General Assistant - Snowdrops season based in Painswick, Gloucestershire

Role summary

A key part of a small and friendly team, our part-time Temporary General Assistant enables the smooth operation of Painswick Rococo Garden during our busiest time of the year. The postholder will be flexible and able to undertake a variety of tasks cheerfully and efficiently, troubleshooting where needed and remaining calm under pressure.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Trust.

Key responsibilities

This is a reactive role and will respond to visitor flow. The role will vary by day, depending on where the greatest need is.

- to meet and greet visitors to the Garden, to sell admission tickets and shop goods, as required.
- to provide administrative support in the office as required.
- to provide extra support in the kitchen as required, particularly over lunchtimes. This is likely to include washing up, clearing tables and operating the till.
- to help manage shop stock as required.
- to direct traffic in the car park as required.

- to check and service toilet facilities as required.
- to help out in the Garden with basic maintenance tasks.
- facilitate good communication between areas of the site.
- provide outstanding customer service at all times.
- develop a good knowledge of the Garden so as to ensure all visitors receive an appropriate welcome and are provided with accurate information.
- be prepared to manage and resolve visitor feedback, taking a proactive approach to ensure that visitors have a great day out.
- undertake any other reasonable task commensurate with the scope of the role.
- take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment.

Person specification

	Essential	Desirable
Qualifications and Experience: Experience of working in a customer-focused environment Experience of working as part of a small team and under pressure Experience of operating a till	X X	 X
Personal Qualities: Enthusiastic and with a can-do attitude Amiable and agreeable Dependable and professional Effective working as part of a team Attention to detail when handling cash	X X X X X	

Hours of work

10am - 3pm (variable)

Peak days during snowdrops season, timing of which is dependent on weather. To include all weekends during late January and February, plus all of February half term.

Place of work

Painswick Rococo Garden.

Salary

£8.50 per hour

plus discretionary benefits including free admission and lunch.

References

Two professional references will be required, including one from a current or most recent employer.

Probation period

One week.

Notice period

One week.

Staff contacts

Welcome Desk Coordinator - line manager

Duty Manager - day-to-day management when Garden Director not on site.

Caro Birtles

December 2019