



## **Welcome Desk Assistant**

**Based in Painswick, Gloucestershire**

**Part-time variable hours contract, working principally weekends & bank holidays**

### **Role summary**

A key part of a small and friendly team, our part-time Welcome Desk Assistant is one of the first points of contact for visitors to Painswick Rococo Garden, selling tickets and other goods and providing outstanding customer service. 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.

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### **Key responsibilities:**

- To meet and greet visitors to the Garden, to sell admission tickets, shop goods and plants as required
- To work to targets for income and profitability as required.
- To help manage shop stock as required
- To facilitate good communication between areas of the site
- To provide outstanding customer service at all times
- To develop a good knowledge of the Garden to ensure all visitors receive an appropriate welcome and are provided with accurate information
- To be prepared to manage and resolve visitor feedback, taking a proactive approach to ensure that visitors have a great day out

- To undertake any other reasonable task commensurate with the scope of the role.
- To 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.

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**Person specification**

	Essential	Desirable
<b>Qualifications and Experience:</b>		
Experience of working in a customer-focused environment	X	
Experience of working as part of a small team under pressure	X	
Experience of operating a till and handling cash		X
Experience of working with volunteers		X
<b>Knowledge:</b>		
Use of ePos till system		X
<b>Personal Qualities:</b>		
Amiable and agreeable	X	
Dependable and professional	X	
Effective working as part of a team	X	
Well organised and confident	X	
Enthusiastic and with a can-do attitude	X	
Able to work unsupervised	X	
Good attention to detail	X	
Able to hit the ground running	X	

continued overleaf >

**Hours of work**

Variable, principally weekends and bank holidays. Standard full working day shift is 9.45am-4pm.

**Place of work**

Painswick Rococo Garden

**Salary**

£9.90 per hour

Plus discretionary benefits including free admission and lunch

**Holiday**

28 days per annum pro rata

**References**

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

**Probation period**

Four weeks

**Notice period**

Six week

**Staff contact**

Welcome Desk & Shop Co-ordinator

Duty Manager for day-to-day management

*Caro Birtles*  
*17 May 2022*