



Welcome Desk Assistant

Location: Painswick, Gloucestershire (GL6 6TH)

Hours: Part-time, variable hours

Salary: £10.85 - £12.71 per hour

Join us as the friendly face of Painswick Rococo Garden - helping every visitor get the most from their day out.

The location

Set in the heart of the Cotswolds, Painswick Rococo Garden is the last surviving Rococo garden in England. Designed in the 1740s as a place to entertain and relax, it remains a place of beauty, surprise and escape.

Today, the garden is an independent charity, inviting visitors to get close to nature, discover its magical follies and enjoy spectacular views across the surrounding countryside. Cared for with creativity and dedication, it offers a unique blend of heritage, horticulture and wildlife, making it a truly special place to work and visit.

Role summary

We're looking for a friendly, confident Welcome Desk Assistant to join our small and supportive team at Painswick Rococo Garden. This is a brilliant role for someone who enjoys meeting new people and creating a great first impression. You'll welcome visitors, help them plan their visit, sell tickets, memberships and shop items, and support smooth day-to-day visitor operations—staying calm, practical and cheerful when it gets busy.

You would need to be available for regular weekend and bank holiday work (likely one shift per week with more during busy periods) plus occasional evening shifts for special events and Enchanted Garden by Night)

Key responsibilities:

- Provide a warm and friendly welcome to all visitors to the garden
- Sell admission tickets, memberships and shop items at the Welcome Desk and in the Bothy Pop-Up Shop, including promoting Gift Aid where appropriate

- Keep the welcome desk area and visitor areas looking tidy and well-presented
- Help manage shop stock as required
- Facilitate good communication between areas of the site
- Provide outstanding customer service at all times
- Develop a good knowledge of the garden so you can share accurate, engaging information with visitors
- Manage and resolve visitor feedback, taking a proactive approach to ensure that visitors have a great day out
- Help out with other tasks as needed.

About You

Customer-focused and passionate about great service, you'll have experience working in a visitor-facing or customer service role (ideally within a small team). Experience using a till and handling cash is helpful, but full training will be provided.

Dependable and professional, you'll bring enthusiasm and a "can-do" attitude. You'll be well organised, confident communicating with visitors and volunteers, and able to work independently as well as part of a team. Due to the nature of our organisation, you'll enjoy working at an outdoor site.

Benefits

As well as working in a beautiful setting, we offer discretionary benefits including free admission, a 20% discount in our café and shop, a simple lunch on shifts of 5 hours or more, and training and learning opportunities.

If this sounds like the role for you, please hit "apply now" to attach your CV and a short covering note explaining why you are interested.

Closing date: 3 May 2026

Interviews: 11 May 2026