



Welcome Desk Assistant

Based in Painswick, Gloucestershire, GL6 6TH

Part-time variable hours contract

Role summary

A key part of a small and friendly team, our part-time Welcome Desk Assistant provides a great first impression for all visitors to Painswick Rococo Garden. You'll give everyone a warm welcome, share information to help visitors make the most of their day, sell tickets and other goods, and provide 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.

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)

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:

- To provide a warm and friendly welcome to all visitors to the Garden
- To sell admission tickets, memberships and shop goods at the Welcome Desk and in the Bothy Pop-Up Shop. To work to targets for income and profitability as required, including gift aid on entry.
- To keep the welcome desk area and visitor areas looking tidy and well-presented
- 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 informative and engaging 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.

Person specification

	Essential	Desirable
Qualifications and Experience:		
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
Knowledge:		
Use of ePos till system		X
Personal Qualities:		
Amiable and agreeable	X	
Dependable and professional	X	
Enjoys working as part of a team	X	
Enjoys working in an outdoor environment	X	
Well organised and confident	X	
Enthusiastic and with a can-do attitude	X	
Able to work effectively unsupervised	X	
Good attention to detail	X	
Resilient	X	
Able to hit the ground running	X	

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Hours of work

Part-time variable hours contract. A standard full working day shift is 9.45am-4.30pm.

The role requires regular weekend and bank holiday working as well as evening working for special events and for Enchanted Garden by Night (winter evening opening).

Place of work

Painswick Rococo Garden

Salary

National Minimum Wage depending on age. We also offer discretionary benefits including free admission.

Holiday

28 days paid holiday (including bank holidays) pro rata per annum.

References

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

Probation period

Six weeks

Notice period

One month

Staff contact

Welcome Desk Co-ordinator

Duty Manager for day-to-day management

*Caro Birtles
April 2026*