

Job Title: Visitor Services Assistant – (Casual)

SALARY	UK Government Minimum Wage
HOURS	Casual Hours, a usual day is 10am-4pm.
REPORTS TO	Visitor Experience Manager
REPORTING TO THIS POSITION	n/a

JOB PURPOSE

- Assist in the day to day delivery of visitor services at the Farm, including the shop, front gate, switchboard, public facilities and events.
- Adhere to all relevant Health & Safety procedures.
- Work closely with other staff members to ensure the highest possible standard of guest interaction and education.
- Support the delivery of the farm's business and charitable objectives.

CUSTOMER SERVICE

- Act as a first point of contact at the farm, directing phone calls and visitors to the appropriate department and acting as the Farm's main information services provider.
- Help at on and off site events as required.
- Take bookings for events and activities at the farm, both online and over the phone.
- Carry out day-to-day housekeeping and cleaning duties as required.

RETAIL AND FRONT OF HOUSE

- To assist in the day to day running of the shop and front gate kiosk. Including but not limited to, serving visitors, restocking shelves, cash handling & maintaining the appearance of the spaces.
- Set up and take down of any events and activities.
- Act as a steward or take part in internal events, for example this Christmas some of the role will involve greeting visitors as an elf.
- General cleaning of front of house areas, including the shop, picnic area, playground, event spaces & the toilets.

HEALTH & SAFETY

- To ensure that the café and shop maintain exemplary hygiene standards as per the relevant procedures.
- To adhere to and promote risk assessments ensuring visitor safety in all areas.
- To report visitor accessibility issues to the Visitor Services manager or caretaker.

JOB DESCRIPTION

GENERAL

- React to unexpected operational challenges in a calm, efficient and professional manner.
- Any other duties that may arise which are appropriate to the role.

Personal Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level in Mathematics & English Language. 	<ul style="list-style-type: none"> • Additional practical/academic qualifications or experience related to customer services, events or facilities.
WORK RELATED EXPERIENCE		<ul style="list-style-type: none"> • Experience of working in a community farm. • Experience of working with adults and children with physical and/or learning disabilities. • Cash handling experience • Retail and/or events experience.
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> • Good numeracy, literacy and IT skills, with the ability to keep accurate records. 	<ul style="list-style-type: none"> • Knowledge of charity sector • Use of a EPOS system. • Volunteer supervision.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Excellent communication • A positive team player • Able to work weekends and over the Christmas period, flexible to the needs of the job. • Organised and efficient • Reliable, excellent time keeping. 	
OTHER	<ul style="list-style-type: none"> • Consent to an enhanced DBS • Able to meet the physical requirements of the role: such as working outside. 	<ul style="list-style-type: none"> • Qualified First aider

How to Apply

Closing Date: midnight on Sunday 4th December 2021

To apply please email your CV and covering letter detailing how you meet the requirements of the role to Emma King, General Manager at information@deencityfarm.co.uk.

Only shortlisted candidates will be contacted. Please note that the successful applicant will be asked to undertake a DBS check.