

Job Title: Visitor Services Assistant – (Part-time, 3 days a week)

SALARY	£20,200.75 – Pro rata £12,118.08
HOURS	3 days a week, usually Wednesday, Friday and Sunday
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 keeping the farm clean and tidy, manning 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.

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, activities and birthday parties.
- Act as a steward or take part in internal events.
- General cleaning of front of house areas, including the toilets, handwashing stations, shop, picnic area, playground, event and birthday spaces.

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.

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. • Cleaning 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, bank holidays 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 • Fire Marshall

How to Apply

Closing Date: midnight on Sunday 17th April 2022

To apply please email your CV and covering letter detailing how you meet the requirements of the role to Olivia Pavey, Visitor Experience 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.