



HESTERCOMBE

paradise restored

JOB DESCRIPTION

JOB TITLE:

Visitor Reception Assistant

LOCATED AT:

Hestercombe Gardens, Cheddon Fitzpaine, Taunton

RESPONSIBLE TO:

Visitor Reception Manager

TERMS OF EMPLOYMENT:

Flexible hours, this role will support seasonal business peaks. You will often be required to work weekends and Bank holidays

SALARY:

National living wage

PURPOSE OF THE JOB:

To deliver an excellent customer experience at first contact point, i.e. ticket office / visitor reception area and on the phone. To provide the general public with a detailed and informative background of the gardens, Hestercombe's facilities and events in a positive, friendly and professional manner. To take and coordinate bookings, provide administrative support, sell event tickets and ensure that membership and recruitment targets are met.

AREAS OF RESPONSIBILITY:

Visitor Reception / Customer Service / Bookings / Administration

ROLE SUMMARY:

1. Ensure the highest standard of visitor welcome and care for all of our audiences at Hestercombe; in person, on the phone, via email and letter. This includes business, functions, education, tour groups, regular garden visitors and Members in-line with the Hestercombe Gardens Customer Service strategy.
2. Be responsible for the operation and presentation of our visitor welcome and information points, in particular our site reception kiosk.
3. Meeting and greeting tour groups, education groups and conference delegates upon arrival.
4. Use the Merac content management/EPOS system to sell products, manage bookings and update internal databases.
5. Actively promote the benefits of membership to visitors to increase the membership base and maximise recruitment potential. Promote and sell property guidebooks, event tickets and visitor information.
6. Achieve set membership recruitment targets in the following areas:
 - a. Paying visitors converting to membership
 - b. Memberships paying by Direct Debit
 - c. Memberships with Gift Aid uptake
7. Develop a sound knowledge of the gardens and also of the Trust's role as an independent conservation charity in order to effectively engage our visitors in our work and train staff to do likewise.
8. Ensure all admissions are accurately recorded and end-of-day/weekly returns and other required documentation is completed promptly. Ensure daily cashing up is well managed with minimal errors.
9. Maintain an attractive and informative reception / recruiting area by keeping an adequate supply and display of printed publicity, and ensuring the promotion of key messages and gardens literature. Maintain close liaison / flexibility with reception colleagues to ensure visitor flow and avoidance of queues. Ensure presentation and housekeeping of Visitor Reception areas is consistently excellent.
10. Help to collect and collate information from visitors including surveys and other feedback forms. Forward ad hoc customer comments and complaints to the relevant department in a timely and professional manner.
11. Sort and distribute incoming post and organise and send outgoing post
12. Photocopy and print various documents, sometimes on behalf of other colleagues.

13. You will be expected to act as a key holder and be responsible for locking and securing the property and gardens on a rota basis.
14. Take reasonable care for the health and safety of yourself and of others who may be affected by their acts or omissions at work. Carry out risk assessments as required.
15. The post holder may be required to undertake other reasonable duties, which are compatible within the overall scope of this appointment.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to the Hestercombe Gardens Trust instructions, values and behaviours.