

JOB DESCRIPTION



Job Title: Visitor Services Assistant – (Zero hours)

SALARY	UK Government Minimum Wage
HOURS	Zero Hours
REPORTS TO	Visitor Services 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.
- Work closely with other staff members to ensure the highest possible standard of guest interaction and education.

ROLES AND RESPONSIBILITIES

- Act as a first point of contact at the farm, directing phone calls, emails and visitors to the appropriate department and acting as the Farm's main information services provider.
- Take bookings for events and activities at the farm, both onsite and over the phone.
- Carry out day-to-day housekeeping and cleaning duties as required.
- 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 including workshops, birthday parties and room hires.
- Act as a steward or front of house in internal events.
- Cleaning of visitor areas, including the pathways, shop, picnic area, playground, event spaces & the toilets.
- To ensure exemplary hygiene standards across the site.
- To report visitor accessibility issues to the Visitor Services manager or caretaker.
- React to unexpected operational challenges in a calm, efficient and professional manner.
- Any other duties that may arise which are appropriate to the role.

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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 experience.
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: When positions are filled.

To apply please email your CV and covering letter detailing how you meet the requirements of the role to Roxanne Cullen, Visitor Services 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.