



Assistant Retail and Admissions Manager

Salary: £21,000 to £23,000, based on experience
Contract: Full time permanent
Hours: Average of 40 hours per week, including weekends & bank holidays

Voted as Norfolk's Best Large Visitor Attraction over recent years, we take huge pride in our work. We are looking to recruit an experienced Assistant Retail & Admissions Manager to join our dedicated team.

This is a key front of house role that requires excellent interpersonal and motivational skills to lead a team to deliver a first class customer experience to our visitors at Pensthorpe. Effective communication skills along with confidence and resilience are also required.

The role will see you maximising sales whilst minimising costs to meet targets. You will be responsible for scheduling rotas and ensuring staff welfare at all times. You will also play a key role in the creation and review of budgets, day-to-day cost control and stock management whilst motivating and inspiring those around you.

The role will also see you deputising for the General Manager, as required, and taking prime responsibility on one to two days per week for Duty Management of the Pensthorpe Hub.

As with all of our team members, it helps if you have a passion for the outdoors along with a basic understanding of nature and conservation to support us in delivering our overall visitor experience.

Your Experience

You must have previous experience in operating within a customer-focused retail environment and supervising a team. Experience in admissions would be advantageous, but is not essential.

You must have a good knowledge and understanding of costing, stock management and EPOS systems, combined with good IT skills to manage bookings and event databases.

Customer service and excellent communication skills are essential, along with ensuring that health and safety and the highest standards of cleanliness are upheld at all times. Due to the nature of our business, all applicants must be available to work weekends, public and bank holidays and throughout the school holidays.

How to Apply

Please send completed application forms to Marie French at marie.french@pensthorpe.com or by post FAO Marie French, HR Administrator, Pensthorpe Natural Park, Fakenham, Norfolk, NR21 0LN

Closing date: **17 January 2019**