



~ *Pensthorpe Naturally Inspiring* ~

## **Role Profile**

Role Title:	Seasonal Assistant
Reporting to:	Supervisor / Head of Department
Purpose:	To provide our visitors with an exceptional experience working as an integral member of our seasonal team. You will also promote the conservation activities of the Park along with opportunities for maximising revenue through our retail, cafe and membership offering

### **Main Responsibilities**

As the welcoming face for any of our attractions your role is to exhibit a warm and friendly greeting to all visitors whilst ensuring essential information is provided to enable all age ranges to enjoy our facilities. This is an active and busy role, particularly during holiday periods, and you will need to be flexible in your approach, convey a sense of fun and adventure with the ability to stay calm and demonstrate a professional attitude.

The primary focus at all times is on delivering an exceptional customer experience and encouraging visitors to develop a connection with us and what we do, which in turn drives membership, sales and helps support our conservation work.

### **WildRootz**

1. Ensure the safe play and supervision of all age ranges and visitors, imparting any information or safety guidance as required
2. Undertake a daily check of equipment and the fence-line
3. Observe, document and report to the Attractions Supervisor any structural, mechanical or security problems
4. Clean and undertake basic maintenance of play equipment on a daily basis
5. Clean and maintain the WildRootz stream on a daily basis

6. Rake sand, sweep paths and clean signage on a daily basis
7. Litter pick and empty bins as regularly as required
8. Undertake grass cutting, pruning, mowing and similar duties, as required
9. Ensure the tool shed is kept tidy

#### Indoor Play

1. Ensure the safe play and supervision of all age ranges and visitors, imparting any information or safety guidance as required
2. Undertake a daily check of all play equipment
3. Take the necessary action to ensure a safe, attractive and welcoming environment for all visitors, including monitoring of numbers of users of the play equipment in line with recommended standards
4. Observe, document and report to the Attractions Supervisor any structural, mechanical, safety or security problems
5. Clean and undertake basic maintenance of play equipment on a daily basis
6. Sweep / keep clear all walkways and seating / eating areas on a daily basis
7. Litter pick, empty bins and clear tables as regularly as required
8. Ensure the entire Indoor Play area is kept tidy at all times
9. Assist with catering as required, serving drinks and light refreshments
10. Handle cash and use a till, including handling of credit / debit cards and cheques

#### Admissions & Retail

1. Assist with admissions and retail as required, ensuring the same high standards of customer care are displayed
2. Handle cash and use a till, including handling of credit / debit cards and cheques
3. Recommend, select and help locate or obtain merchandise based on customer needs and provide options for suitable alternatives should the preferred choice be unavailable
4. Ensure the reception, shop and gallery are kept clean and tidy
5. Observe and identify security risks and theft and to prevent and attend to these occurrences discreetly and in accordance with procedures

#### Café

1. Provide a bright, welcoming and professional reception to all visitors
2. Ensure a high standard of presentation and that servery and dining areas are spotlessly clean at all times
3. Assist visitors at the servery area with meal choices by taking orders and using the tills, providing advice and information on ingredients and allergens as required

4. Take food orders to visitors' tables and check on provision of cutlery and condiments
5. Liaise with the kitchen in regard to waiting times especially in busy periods, limited menu choices and any promotional or speciality dishes which are available and are being promoted
6. Clear tables and clean areas regularly
7. Check with visitors to ensure they are enjoying their meals and have no complaints, dealing with any issues courteously and quickly ensuring they are fully resolved or escalating where necessary
8. Ensure that appropriate front of house cleaning schedules are completed
9. Assist in maintaining stock levels of all front of house products
10. Proactively up and cross sell to visitors in terms of other menu choices, drinks and any promotional events
11. Take an active interest in all aspects relating to Pensthorpe and be able to answer visitor enquiries about the park, activities and events

#### Visitors

1. Greet, serve and interact with visitors, showing exceptional standards of customer care at all times
2. Take an active interest in and engage with visitors to provide a knowledgeable source of information and advice on events and facilities on offer within the Park and our conservation projects
3. Actively promote membership and discretionary sales in addition to admission i.e. tours and special events
4. Assist with presentations and special events
5. Be conversant with the history of Pensthorpe
6. Effectively direct visitors to all parts of the attraction, including café, toilets, outdoor sites, enclosures and special interest areas

#### Health & Safety / Environmental Health

1. Implement the legal obligation to maintain a safe working environment at all times
2. Follow the company's procedures, as described in the Health & Safety Policy
3. Take active responsibility for maintaining own health & wellbeing and working within personal limits for manual handling
4. Report concerns or anything unsafe to the Attractions Supervisor or Operations Director, and to report accidents, near misses, and so on in the accident book

### Team

1. Be an active team member and work to ensure good teamwork and communication is achieved
2. Take part and contribute in pre and post service briefs and team meetings, putting forward ideas and feedback in order to improve ways of working
3. Show awareness of the needs of fellow team members demonstrating respect and consideration
4. Maintaining an environment free from gossip and unpleasant or malicious comments
5. Work collaboratively with colleagues in order to meet the objectives of the business

### General

1. Attend work punctually with a clean and smart appearance, wearing the appropriate attire
2. Undertake any other tasks that may be reasonably requested
3. Implement the policies and procedures set out in the Employment Handbook

### **Person Specification**

#### Knowledge, skills & experience

- Excellent understanding and demonstration of customer service
- Naturally communicative, with the ability to create warm and welcoming environments
- Confident in dealing with the public, issuing safety information and guidance, listening and responding to complaints, with previous experience in a similar environment
- Physically able to climb and bend, comfortable with heights and enclosed spaces
- General knowledge of health & safety requirements and first aid, ideally with previous experience in the role of first aider or willing to undertake training
- Able to prioritise, keep calm and take the lead in busy or demanding situations
- Flexible and adaptable, able to work outside and inside as required
- Numerate, and able to operate computerised ordering systems
- Good team worker with the ability to show initiative
- Cash handling, trustworthy and responsible



- Willing to undertake training and development relevant to the role
- Interested in nature and conservation, willing to actively engage and converse with visitors about Pensthorpe and its activities

Signed by Employee: \_\_\_\_\_ Date: \_\_\_\_\_