

Job Description

Role Title:	Seasonal Assistant (Café, Shop and Play)
Reporting to:	Departmental Manager / Duty Supervisor
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 weekends and 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, to encourage membership sales, which in turn helps support our conservation work.

Job responsibilities in Indoor and Outdoor Play

1. Ensure the safe play and supervision of all visitors to Play, of any age, imparting any information and safety guidance as required;
2. 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;
3. Undertake a daily check of all indoor play equipment. Document and report to the Play Manager, any structural, mechanical, safety or security problems;
4. Ensure the entire Indoor Play area is kept tidy at all times. Clean and undertake basic maintenance of play equipment on a daily basis; Sweep / keep clear all walkways and seating / eating areas on a daily basis; Litter pick, empty bins and clear tables as regularly as required;

5. Undertake a daily check of equipment and the fence-line around Wild Rootz (outdoor play). Undertake daily cleaning and maintenance of the WildRootz stream, rake sand, sweep paths and clean signage;
6. Assist with catering as required, serving drinks and light refreshments;
7. Handle cash and use a till, including handling of credit / debit cards and cheques.

Note: Roles in Indoor and Outdoor Play may require team members to undertake a Disclosure and Barring Service (DBS) check as you will be working with young children.

Job responsibilities in Admissions and Retail

1. Assist with Park admissions, welcoming visitors and providing information and guidance about activities as well as guidance to ensure a safe and fulfilling visit.
2. Proactively use opportunities to sell additional products and service, specifically annual membership for individuals and families;
3. Support the retail operation providing high standards of customer care at all times;
4. Recommend, select and help locate or obtain merchandise based on customer needs and provide options for suitable alternatives should the preferred choice be unavailable;
5. Ensure the customer queuing areas, admissions, shop and gallery are kept clean and tidy at all times;
6. Handle cash and use a till, including handling of credit / debit cards and cheques;
7. Observe and identify security risks and theft and to prevent and attend to these occurrences discreetly and in accordance with procedures.

Job responsibilities in 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 impulse purchase products on serveries and at till points;
10. Proactively up-sell and cross-sell to visitors in terms of other menu choices, drinks and any promotional events;

Generic Responsibilities

Visitors

1. Greet, serve and interact with visitors, showing exceptional standards of customer care at all times;
2. Effectively direct visitors to all parts of the attraction, including café, toilets, outdoor sites, enclosures and special interest areas.
3. 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 and our site history, vision and values;
4. Actively promote membership and discretionary sales in addition to admission i.e. tours and special events;

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. Follow 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
 - 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 and till 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
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- Some elements of the Seasonal roles require a reasonable degree of physical mobility and strength – for example to lift and carry products and equipment, to be able to climb and bend in order to clean and maintain our work areas, and to be comfortable with working at heights and enclosed spaces.