



JOB DESCRIPTION

Title: Visitor Operations Host – Barley Hall
Reports To: Visitor Operations Manager
Salary: £10.50 per hour
Holiday: Pro rata per hours worked
Hours of Work: Various, weekend and bank holidays included.

Key Purpose of Role

To ensure the smooth and efficient daily running of the Retail and Admissions operations at Barley Hall.

Key Duties and Responsibilities.

Retail

1. To maximise retail sales within the shop by effective merchandising, pro-active selling on the shop floor, and to be fully conversant with till operations.
2. To ensure that all retail areas are presented to the highest standards, items are fully priced, and that stock levels are maintained
3. To identify any stock requirements on a day to day basis and ensure that the Duty Manager is informed of any deficiencies.
4. To ensure deliveries are dealt with as per procedure: count all stock and check against delivery note then store safely in appropriate areas.
5. To offer high standards of customer care at all times, ensuring a courteous, efficient and helpful service to the public, dealing with queries in a positive manner.
6. To handle cash on a daily basis and ensure accurate, secure, and efficient procedures are carried out in line with the agreed cash handling procedures.
7. To assist with any stocktaking requirements.

8. To undertake and attend any training that is required and identify any training needs to the Duty Manager.
9. To ensure compliance with Health & Safety, Environmental Health and other legislation.
10. To assist other departments to enhance visitor experience.

Admissions

1. To ensure the smooth, accurate and efficient operation in welcoming and processing all visitors.
2. To promote all secondary spend areas.
3. To ensure the highest standards of accurate and efficient cash handling and cash security procedures.
4. To promote gift aid at every transaction, ensure that all gift aid information is obtained, and ensure that paperwork and records are kept.
5. To ensure a high standard of housekeeping in the Admissions area to create a safe environment and an excellent first impression.
6. To welcome and process all Group Bookings and Advance Bookings in an accurate, efficient and courteous manner.
7. To maintain knowledge of current promotional offers, monitoring and providing feedback as required.
8. To accept and process all vouchers and special offers as and when required.
9. To be competent in using a programmed till.

Other Key Roles and Responsibilities

1. To assist all volunteers at the sites.
2. To demonstrate all procedures to other staff and volunteers.
3. To participate fully in the training programme as specified.
4. To attend any meetings / training sessions outside the business hours as specified by management.
5. To carry out any other duties of a similar nature as may be reasonably requested by the management.
6. To ensure you follow Covid guidelines in place for staff and customer safety.

