

**Job Title:** Visitor Retail and Information Assistant

**Reports to:** Visitor Retail and Information Supervisor

**Responsible to:** Visitor Manager, Duty Manager, Warehouse Assistant

**Purpose of Post:**

- To provide a positive and friendly welcome to visitors to Bolton Abbey.
- To engage with visitors and assist with the purchase of stock items and complete the transaction, efficiently and quickly and in a friendly manner.
- To ensure a high level of presentation and cleanliness within the shop.
- To monitor stock levels and re-order in accordance with procedures set out.
- To provide advice and information about what visitors can see and enjoy on Bolton Abbey Estate.
- To actively promote all Estate events, offers and the sale of tickets.
- To maintain constant vigilance and awareness in order to provide safety and security to the Estate, the people who live and work on it and those visiting it.
- Other reasonable duties as required to suit the needs of the business.

**Duties:**

- To provide an enthusiastic and warm welcome to visitors.
- To operate an electronic till and a credit card machine selling stock items and tickets.
- To talk informatively about all products and where appropriate, their provenance.
- To keep the shop clean and tidy and presented to a high standard.
- To display stock and move it on a regular basis to ensure a fresh look.
- To count stock, record stock levels and compile stock orders.
- To accurately cash up tills at the end of the day or when required.
- To engage with visitors - to welcome and respond to them as individuals, providing information as requested, in a polite and friendly manner.
- To provide lunch cover for the Cavendish Shop during the mid and peak season.
- To assist the Retail Supervisor with the delivery of retail stock from the Warehouse to the Village and Cavendish Shop using the retail van.
- To continually develop accurate personal knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- To assist with the delivery of Estate events.
- To undertake first aid training and administer as and when necessary support tourism staff and duty managers when attending first aid incidents.
- To understand all emergency procedures in order to assist in an appropriate manner at all times.

- To ensure the safety and well-being of visitors to Bolton Abbey at all times.
- To be prepared to work in other areas within the Visitor Department.
- To attend relevant training as required.

Agreed by..... Date.....

Agreed by..... Date.....  
Visitor Manager

## PERSONAL SPECIFICATION

### VISITOR RETAIL AND INFORMATION ASSISTANT

- Excellent oral communications skills
  - A love of the great outdoors
  - Confident
  - A positive, pleasant and welcoming attitude
  - Ability to work well within a team, supporting colleagues
  - Able to work alone
  - Sense of humour
  - Approachable
  - Observant
  - A good understanding of Bolton Abbey and the countryside in general
  - Able to work well under pressure
  - An awareness of the need to maintain confidentiality and discretion
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- Vigilant observation on all matters concerning safety and security.
  - Experience and/or ability to speak well with members of the public.
  - Comfortable within crowds
  - An enjoyment of working with visitors, and an awareness of their differing needs and interests, and the variety of ways in which they learn and approach matters.
  - Polite, friendly and courteous attitude.
  - Shows enthusiasm/passion for Bolton Abbey, tourism and recreation
  - An understanding and awareness of the importance of safety and security at Bolton Abbey.
  - The ability to think and act clearly and logically in the event of an emergency.
  - A flexible approach to work
  - The ability to embrace change
  - The ability to research information relevant to this post.
  - A desire to continually update and improve own knowledge.
  - A smart appearance at all times, complying with the requirements of the dress code.

#### **Status:**

This post involves working variable hours throughout the year reflecting the needs of the business. The role will entail working weekends, Bank Holidays and holiday periods e.g. Christmas.

Agreed by..... Date.....

Agreed by..... Date.....  
Visitor Manager