

Job Title: Visitor Welcome Assistant

Reports to: Visitor Manager

Responsible to: Visitor Manager, Duty Manager

Purpose of Post:

- To provide a positive and friendly welcome to visitors to Bolton Abbey.
- To provide advice on the ticket types available and complete the transaction efficiently and quickly.
- To promote the sale of tickets and walk leaflets, as required.
- 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.

Duties:

- To provide an enthusiastic and warm welcome to all visitors.
- To complete transactions in the car park kiosks based at: Bolton Abbey car park, Riverside car park and Barden Field.
- To operate an electronic till selling admission tickets and walks leaflets and a credit card machine.
- To cash up tills at the end of the day or when required.
- To engage with visitors and welcome and respond to them as individuals, providing information as requested.
- To maintain a polite and courteous manner at all times.
- To understand all emergency procedures in order to assist in an appropriate manner at all times.
- To maintain constant vigilance and awareness in order to provide safety and security, reporting any problems or concerns immediately.
- To ensure the safety and well-being of visitors to Bolton Abbey at all times.
- To continually develop knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- To be prepared to work in other areas within the Visitor department.
- To attend relevant training as required.
- To keep the kiosk clean and tidy.

PERSONAL SPECIFICATION

VISITOR WELCOME TEAM – CAR PARK KIOSK

- Excellent oral communications skills.
- Good numeric skills .
- Able to work well under pressure.
- An awareness of the need to maintain confidentiality and discretion.
- An enjoyment of working with visitors, and an awareness of their needs.
- Vigilant observation on all matters concerning safety and security.
- Experience and/or ability to speak well with members of the public.
- 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.
- Comfortable within crowds.
- 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.
- 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.
- A desire to continually update and improve own knowledge.
- A smart appearance at all times, complying with the requirements of the dress code.

Status:

Seasonal employment, working variable hours, over the Christmas holidays and to include some weekends (summer and winter) and Bank Holidays.