

Job Title: Tourism Team Member

Reports to: Deputy Visitor Manager and Retail Supervisor

Responsible to: Visitor Manager, Duty Manager

Purpose of Post:

- To provide a positive and friendly welcome to visitors to Bolton Abbey.
- To engage with visitors and assist with their need politely, efficiently and in a friendly manner.
- To ensure a high level of presentation and cleanliness.
- To provide 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 engage with visitors and welcome and respond to them as individuals, providing information as requested in a polite and friendly manner.
- To operate electronic till and a credit card machine.
- To talk informatively about Bolton Abbey and any products you may be required to sell.
- To keep the area you are working in clean and tidy.
- To accurately cash up tills at the end of the day or when required.
- To continually develop accurate personal knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- Assist with the delivery of Estate events – this may include handing out trail sheets, parking cars, accepting tickets and other reasonable duties that suit the needs of the business.
- Support tourism staff and duty managers when attending first aid incidents – this may include unlocking gates, directing emergency services.
- 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.

Flexible Staff Cover

- Be prepared to work in a variety of roles within the Tourism Department.

PERSONAL SPECIFICATION
VISITOR RETAIL AND INFORMATION ASSISTANT

- Excellent oral communications skills.
- Ability to be flexible in the roles you undertake.
- A reasonable understanding of the local area and the Bolton Abbey Estate.
- Confident.
- A positive, pleasant and welcoming attitude.
- Ability to work well within a team and also alone when required.
- Sense of humour.
- Approachable.
- Able to work well under pressure.
- An awareness of the need to maintain confidentiality and discretion.
- Vigilant observation on all matters concerning safety and security.
- 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.
- Shows enthusiasm/passion for Bolton Abbey, tourism and recreation.
- The ability to react appropriate logically in the event of an emergency.
- The ability to embrace change.
- 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.