

### About Borde Hill Garden

Borde Hill Garden is a registered charity and listed Grade II\* by English Heritage. It is set within 200 acres of parkland in an Area of Outstanding Natural Beauty, 1.5 miles north of Haywards Heath, West Sussex. The 17 acre Garden is renowned for its rare shrubs and trees and has 78 champion trees. It is laid out as intimate garden 'rooms' including the Rhododendron, Rose and Italian gardens.

During 2017 we welcomed over 37,000 visitors to the Garden between March and November, and we can say that two days are never the same. We have an extensive event programme planned for the 2018 season to include Open Air Concerts, Specialist Plant Fair, Open Air Opera, Talks and Tours, Car Shows, Horse Trials, Music Festival and a host of activities for families to enjoy during school holidays. If that wasn't enough, we also have a new Adventure Playground opening in late Spring.

A new Garden Café will open this March set near to the Rose Garden, and is an ideal place to enjoy a barista coffee, light lunch or afternoon tea. The shop has a range of bespoke products and unusual gifts and souvenirs, as well as an extensive plant sales area.

### Our Team

We have a small, friendly, hard working team with huge ambitions to grow the business. There are lots of new events and initiatives taking place this year, so this is an exciting time to join us. Being a small team it is crucial that you are happy to work collaboratively and to step outside of your own role to help others as needed.

**Please also read the full role profile attached to this advert.**

### You and Your Role

We're looking for someone who can hit the ground running, with a love of customer service and an eye for spotting opportunities to increase revenue. You'll be able to motivate and develop a small team of Visitor Welcome Assistants, providing day to day supervision of our front of house and retail operation, as well as exceeding stretching performance targets. You will also be:

1. Friendly, inspiring and proactive
2. Have excellent written and verbal communication skills
3. Able to improve team performance by setting and reviewing objectives
4. Have pride in coaching others to achieve business outcomes
5. Advanced IT skills (Microsoft Office)
6. Able to prioritise own workload
7. Able to problem solve using your initiative
8. Have a creative eye to help keep our shop looking fantastic
9. Enjoy working in a small team

#### Salary:

£8.50 per hour

#### Hours:

2 days (15 hrs) **or** 3 days (22.5hrs) per week (working flexibly between 9.30-6.00, Mon – Sun, including Bank Holidays & School Holidays, minimum 2 weekend days per month)

#### Holiday entitlement:

28 days inclusive of Bank Holidays (pro rata)

**Closing date:** Friday 23<sup>rd</sup> February

#### Proposed interview date:

Friday 2<sup>nd</sup> March

#### To apply:

Please email your covering letter and curriculum vitae to [comms@bordehill.co.uk](mailto:comms@bordehill.co.uk)

If you are short listed you will be contacted shortly after the closing date and invited to interview. We will advise you if a presentation or test will be part of the interview process.

#### Our location:

Borde Hill Lane  
Haywards Heath  
West Sussex  
RH16 1XP

# Visitor Experience & Retail Supervisor

This role will help enhance the Garden's day to day visitor experience. You will be responsible for supervising, coaching and developing the Visitor Welcome Assistants, creating a culture of exceptional service whilst maximising income from all revenue streams (including visitor admissions, membership and retail) in order to meet financial targets.

**Responsibilities may include:** team supervision and scheduling of work patterns, performance management, assist with retail buying, merchandising and stock management, internal/external communications, IT processes and data analysis, general administration

## Scope of the role

**Reports to:** Visitor Experience Manager

**Line Management:** day to day supervision of the Visitor Welcome Assistants

**Budget:** no direct budgetary responsibility

**Area of impact:** supports the Executive Manager, Visitor Experience Manager and Visitor Welcome Assistants in achieving financial targets whilst developing and improving the visitor experience.

**Nature of impact:** A supervisory and hands-on operational role, requiring motivation and creative flair. Works within defined financial and retail processes; able to use own initiative on a day to day basis to manage a diverse workload, with the ability to make decisions and identify opportunities for improvement.

This role is based on annualised hours, where the amount of hours you work each month may vary, however your salary will be paid in 12 equal instalments over the year.

## Knowledge, skills and experience needed

(Please provide evidence in your Covering Letter and CV)

- Able to demonstrate strong customer service ethos.
- Experience of working to targets in a customer service or retail environment.
- Experience of supervising staff, including coaching and performance management.
- A good team player, with strong people skills and the ability to forge positive relationships.
- Exceptional written and verbal communication skills.
- Advanced IT skills, confident learning new systems.
- Creative flair, with a fantastic eye for detail.
- Excellent organisation and planning skills.
- Able to demonstrate a flexible approach, with the ability to prioritise own workload, multi-task, problem solve and maintain confidentiality.
- An interest in the heritage sector.
- Comply with the Garden's procedures, including Financial, H&S, Equality and Diversity.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.