

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 and Woodland in an Area of Outstanding Natural Beauty, 1½ miles north of Haywards Heath, West Sussex. The 17-acre formal part of the 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.

Despite the challenges in 2020, we welcomed over 42,000 visitors to the Garden between June and November, offering the restorative effects of being in the open air, immersed in the beauty of nature. Our expectation is that the Garden will continue to see increased visitor numbers in 2021 supported by an extensive events programme to include Wellbeing events, Specialist Plant Fairs, Open Air Operas and Cinema, Sussex Gin Festival, a large-scale Sculpture Exhibition and a host of activities for families to enjoy such as our ever popular school holiday trails, Wilderness Camps and Little Buds Garden Club.

Our Team

We have a small, friendly, hardworking team with huge ambitions to grow the business. There are lots of new events and initiatives taking place next 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 genuine enthusiasm for delivering exceptional customer service and an eye for spotting opportunities to increase revenue. You'll ensure our visitors receive a warm welcome on arrival, with information about the Garden, events and the benefits of membership, leaving after having a memorable visit, eager to return. You will also:

1. Have a genuine enthusiasm for working with people
2. Be inspired to deliver exceptional customer service
3. Be able to work to targets
4. Have excellent written and verbal communication skills
5. Have good IT skills and able to learn new systems
6. Be able to problem solve using your initiative
7. Enjoy working in a small team

You may be required to work additional days, including weekends, Bank Holidays and occasional evenings, so a flexible approach to the role is required.

Salary:

£8.91 per hour

Hours:

A minimum of 10 hours per week, spread across two days, working flexibly between Mon – Sun, including School Holidays & Bank Holidays

Benefits

Holiday entitlement:

28 days inclusive of Bank Holidays (pro-rata)

Staff discount in the shop and cafés

Family Membership

Closing date:

Wednesday 20th January 2021

To apply:

Please email your covering letter and curriculum vitae to comms@bordehill.co.uk

If you are shortlisted, 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 Garden
Borde Hill Lane
Haywards Heath
West Sussex
RH16 1XP

01444 450326

www.bordehill.co.uk

Registered Charity No: 246589

This role is the public face of the Garden, responsible for welcoming visitors, selling admission and actively promoting Gift Aid and Friends membership. You'll be working to team targets, whilst ensuring every visitor has an enjoyable experience, delivering exceptional service every time, whilst promoting secondary spend in our gift shop, plant nursery and Garden café. You may also be involved in other aspects of the visitor experience including supporting events and group tours where appropriate.

Responsibilities may include: cash handling, internal/external communications, IT processes and data analysis, general administration

Scope of the role

Reports to: Visitor Welcome & Retail Supervisor

Line Management: none

Budget: no direct budgetary responsibility, but responsible for achieving stretching team targets

Area of impact: responsible for the promotion of the Garden, supporting the Executive Manager, Visitor Experience Manager and Visitor Welcome & Retail Supervisor in achieving financial targets whilst developing and improving the visitor experience.

Nature of impact: Works within defined financial and retail processes, directly impacting financial targets for admissions, membership and retail; 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.

The contract is for permanent, part-time hours, worked during the Garden's open season, February-October

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, sales or retail environment.
- A good team player, with strong people skills and the ability to forge good relationships.
- Exceptional written and verbal communication skills.
- Good IT skills, confident learning new systems.
- Creative flair, with a positive outlook and 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.