



Job Description

Visitor Welcome Assistant

Permanent, Part-Time Contract
(Annualised hours working February-November)



About Borde Hill Garden

Borde Hill (BH) is a registered charity and a Grade II* listed English Heritage Garden set within 380 acres of parkland and woodland in an Area of Outstanding Natural Beauty. Created in the early 1900's with plants gathered by the great plant hunters from their travels to the Himalayas, China, Burma, Tasmania and the Andes, it contains 78 champion trees and over 8,000 trees and shrubs listed by the Royal Botanic Gardens Kew.

Borde Hill features one of the best private collections of champion trees in Britain and one of the most comprehensive collections of trees and shrubs in the world. In addition to the living collection, the Garden also has a rare surviving written archive which allows us to better understand the plant collection and social history to engage our visitors about "the world in one garden."

The Garden today offers a high level of visitor interest and has become extremely popular, with 70,000 visitors each season, offering the wellbeing benefits of being in the open air, immersed in the beauty of nature.

The Stephenson Clarke family have been custodians of Borde Hill for five generations, and are at a stage of generational change that will see investment, new energy, opportunities and ideas aimed at broadening our visitor demographic and ensuring Borde Hill is sustainable for future generations. This will include new pillars of field to fork dining, a biodynamic growers project and a rejuvenated family parkland offering with improved infrastructure, better horticultural interpretation and plant management.

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:
£9.50 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:
Friday 28th January

To apply:
Please email your covering letter and curriculum vitae to info@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



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This role is the public face of the Garden, responsible for welcoming visitors, selling admission and actively promoting 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 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 permanent for annualised, part-time hours worked during the Garden's open season, February-November.

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.
- 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.