



GARDD DREFTADAETH ARBENNIG • HERITAGE GARDEN OF EXCELLENCE

Job Description and Person Specification – 2019 Seasonal Admissions/Shop Assistant and (optionally) Tour Guide

Job Title: 2019 Seasonal Admissions/Shop Assistant and (optionally) Tour Guide

Location: Aberglasney Gardens, Llangathen, Carmarthen, SA32 8QH

Rate of pay: National Minimum Wage or National Living Wage (if applicable)

Hours and contract term: Zero hours (hours will be as required) until 31st August 2019. The role includes working at the weekends.

Reporting to: Director of Operations & Head Gardener

Overall Purpose

The primary role of the Assistant/Tour Guide is to ensure that efficient and professional service is provided to visitors to the Gardens, in an effort to ensure that sales and profits are maximised in a manner consistent with the spirit of Aberglasney.

Specific duties

The Assistant/Tour Guide will be responsible for performing a range of listed daily duties in the following areas:

- Opening tasks
- Core-day tasks:
 - Deliver excellent service
 - Deliver excellent facilities
 - Deliver an excellent admissions experience
 - Deliver an excellent shop
 - Deliver an excellent plant sales area
 - Administrative tasks
- Closing tasks
- Health and safety tasks
- Emergency plan tasks

Additionally, there are a selection of weekly tasks to complete.

Furthermore, the Assistant/Tour Guide will be required to perform other non-specific duties as requested and to work collaboratively with colleagues in all parts of the organisation.

If applicable, the Assistant/Tour Guide will be required to deliver history tours on a prearranged basis for groups who have made advanced bookings. The Tour Guide element of the role will only apply if the Assistant is willing and able to deliver tours to visiting groups.

Person specification – education, knowledge, skills and experience

- Minimum of grade A*-C in GCSE Maths and English.
- Knowledge and experience of retail preferred.
- Knowledge of plants desirable.
- Interest in gardening and history desirable.
- Knowledge of Microsoft operating systems and Microsoft Word, Excel and Outlook essential.
- Excellent communication and interpersonal skills, with the ability to converse in both Welsh (ideally) and English.
- Good team worker.
- Ability to proactively carry-out and manage workload of duties.
- Good problem-solving skills.
- Flexible and adaptable approach.
- Numerate and well organised.
- Able to successfully engage with, and present to, groups of people (applicable to Assistants who are also Tour Guides only).
- Appropriate standard of behaviour, dress and appearance.
- Experience of providing a service to the public desirable.

Application process

All applications are to be made by emailing or posting a CV and accompanying covering email/letter to:

Aberglasney Restoration Trust
Aberglasney Gardens
Llangathen
CARMARTHEN
SA32 8QH

jobs@aberglasney.org