



GARDD DREFTADAETH ARBENNIG • HERITAGE GARDEN OF EXCELLENCE

Job Description and Person Specification

Job Title: 2017 Seasonal Shop/Ticket Office Assistant and 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 30th September 2017.
An extension may possible.

Reporting to: Director of Operations & Head Gardener

Overall Purpose

The primary role of the Seasonal Shop/Ticket Office Assistant and 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 will be responsible for performing duties as listed in the following key areas. The actual duties performed on a shift will depend on the hours of shift, which area you will be allocated to and on the bookings diary.

Ticket Office

- Give a warm welcome to visitors.
- Make sales of admission tickets using the Ticket Office till and allow entry in line with the Trust's admission policy.
- Orientate visitors and explain current garden highlights, exhibitions and events, if applicable.
- Process Gift Aid declarations in line with procedures.
- Make sales of event tickets.
- Promote and process sales of new Memberships.
- Take payments for Membership renewals.
- Set-up the Ticket Office till and cash-up/close-down at the end of the day.
- Handle and store cash and cheques in line with procedure.
- Respond to customer enquires in a helpful, friendly and courteous manner.
- Leave a positive impression when visitors leave the Gardens.

Shop

- Make sales of products using the Shop till.
- Respond to enquiries and carry-out transactions in a helpful, friendly and courteous manner.
- Maintain displays of products.
- Clean the Shop as required.
- Water plants and keep plant sales area tidy.

Facilities

- Open/close Mansion.
- Make checks on visitor toilets and deal with any problems as necessary.
- Ensure paths in the Ticket Office, Shop and Mansion areas are clear and tidy.

Garden tours

- Deliver tours to groups following guidance.

Other

- To be vigilant in areas of health and safety and act upon, without delay, any hazardous situation, unsociable behaviour, vandalism or theft that occurs.
- In the event of an emergency, work with colleagues to initiate the evacuation procedure.
- Other non-specific duties as requested by the Director of Operations and Head Gardener.
- Work collaboratively with colleagues in all parts of the organisation.

Person specification – knowledge, skills and experience

- 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.
- Appropriate standard of behaviour, dress and appearance.
- Experience of providing a service to the public essential.