

**To participate in the running of an efficient Visitor Centre, including a retail outlet and hosting outdoor Wild Seaweed Bathing at the Halen Môn Saltcote, with consistently excellent quality customer care. To lead inspiring, entertaining and knowledgeable tours around the Saltcote. To manage internal and external IT systems supporting the Visitor Centre.**

Up to 40 hours per week including weekend working on a rolling roster.

Responsible to the Visitor Centre Manager

## Job Description (General Description)

- As well as undertake the general duties within the Visitor Centre, to be able to train and supervise other members of staff to achieve the exemplary standards required.
- To assist the Visitor Centre Manager with the creation of staff rosters.
- To undertake and train others to conduct inspiring Tours, greeting visitors, selling tickets, taking bookings and giving information.
- To serve customers efficiently, speedily and courteously and maximize the spend per transaction.
- To host our customers as they enjoy an outdoor bathing experience in our Wild Seaweed Baths
- To handle cash, cheques and credit cards to the standards laid down in the set procedures.
- Stock control including accurate ordering, receipt, display, rotation and the accurate documentation of all stock movements via internal IT systems.
- To assist in monthly stock takes in an accurate and efficient way.
- Process, pack and dispatch internet sales through internal sales and external distributor IT portal.
- To respond to customer emails and maintain our database as requested.
- Administrative duties including, pricing, barcoding, maintenance of Epos back office, raising invoices and updating stock availability on the website.
- To keep the meeting room, viewing gallery, shop and visitor toilets clean and tidy, complying with health and safety standards as laid down in the appropriate section of the Staff Handbook.
- To work in other departments when requested, particularly the office assisting with general administration, and any other duties as required.

## Other

- Ability to speak Welsh and other languages in addition to English is an advantage.
- Previous Supervisory experience would be desirable.
- Some retail experience, including cash and credit card handling and customer care skills, is an advantage
- Previous experience as a Tour guide would be desirable but a confident nature and the enthusiasm to learn and present our Tour is equally important.
- Willingness and ability to work on ones own without direct supervision.
- Reliable, responsible and trustworthy enough to open and lock up the shop when other staff are not on site.

## Characteristics & Conditions



- To comply with procedures for each part of job in our Standard Operating Manuals.
- To reinforce and prioritise the commitment that we have to social and environmental performance, supporting our colleagues, customers, suppliers and our local community.
- Well organised, able to prioritise work effectively and with meticulous attention to detail.
- IT literacy is essential to be able to manage our databases including excel, Epos back office and Sage
- Confident, pleasant and sociable personality with excellent communication and customer care skills
- To participate in public relations through the media.
- To be aware of the confidential nature of the work and to maintain discretion.
- To be courteous and considerate to the other staff, customers and members of the public.

**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.**

