

Visitor Welcome Team Member

Job Description

Key Responsibilities

- Opening and closing of the Garden including all reception points, buildings, and Garden security.
- Provide a welcoming and inclusive approach for all visitor facing activities whilst delivering customer service excellence to maintain 5-star Quality Assurance.
- Ensure the health and safety of visitors/customers within the Garden, following all procedures and contributing to all reviews of processes.
- Liaise with internal and external partners to facilitate daily operations.
- Respond to visitor/customer enquiries effectively and provide information involving other departments and knowledge bases.
- Provide effective patrolling of the Garden to protect the Living Collection and ensure that visitors adhere to the Garden's regulations.
- Respond to and provide support for all incidents and emergencies in line with procedures.
- Support and promote RBGE Events and Exhibitions including ticket sales for Christmas at the Botanics.
- Optimise visitor spend by actively promoting all products, including maps, guidebooks, and daily tours.
- Actively promote and encourage visitor giving through donations, memberships, and Gift Aid.
- Comply with all cash handling and banking procedures.
- Carry out general administration tasks including record keeping.

Specific Responsibilities

- Ability to work across a range of reception sales points and assist in supporting the smooth running of events and activities within the Garden.
- Along with the rest of the VWT maintain and improve service levels to a 5-star standard and be confident that this is consistently maintained. Respond and engage with the Mystery Visit programme.
- To actively contribute to achieving the budget and departmental targets for 2024/2025.
- To process all bookings for Group and Private guided tours of the Garden.

Person Specification

Essential Skills

- Proactive and take responsibility for own workload, prioritising to meet conflicting demands
- Have a 'can do' attitude
- Excellent interpersonal skills and can communicate effectively with people at all levels
- Excellent customer services skills
- Ability to work flexibly across a range of areas
- Ability to use initiative and work to tight deadlines
- Previous visitor or customer service experience
- Computer literate – use of Microsoft Word, Outlook, Excel, databases
- Previous experience of following health and safety procedures
- Previous cash handling and till operation experience
- Ability to follow established work procedures

Desirable Skills

- Previous experience of answering enquiries in person, via email and over the phone.
- Delivering 5-star customer service
- First Aid Certificate
- SVQ 2 or above equivalent in Customer Care