



Post: Assistant Visitor Welcome Manager
Department: Visitor Welcome
Division: Enterprise & Communications

Job Description

Key Responsibilities

- Manage daily staff rota for allocation of staff members to ensure all operations are met effectively
- Lead the team to ensure that visitors constantly receive 5 star service
- Manage the yearly rota to ensure staffing levels are correct
- Manage staff annual leave requests, monitor sickness levels and performance levels
- Ensure Garden checks are done and all Health and Safety guidelines are adhered to.
- Ensure cash floats, takings and maps at the start and end of day are correct and resolve discrepancies
- Managing the collection and administration of Gift aid from Glasshouse admissions
- In conjunction with the Membership department, provide support and resources for VWT to actively promote the membership programme at RBGE
- Update and create new procedures as appropriate
- Co-ordinate emergency response to incidents
- Resolve any complaints that may be forthcoming
- Conduct and complete appraisals for the VWT
- Liaise with a range of departments to support the smooth running of events and activities within the garden, *including Christmas at the Botanic*
- Ensure the garden is clear of visitors at close and the gardens are secured
- Manage the visitor welcome team on a daily basis
- Any other ad hoc duties as required by line manager

Specific Responsibilities

- Liaise with a range of departments/individuals to support the smooth running of events and activities within the Garden, whilst ensuring that all core team responsibilities are not compromised
- Provide ongoing support to Visitor Welcome Manager and management of the Visitor Welcome team



Person Specification

Skills/Aptitude	Essential	Desirable
People management skills	*	
Proactive and take responsibility for own workload, prioritising to meet conflicting demands	*	
Excellent interpersonal skills and have the ability to communicate effectively with people at all levels	*	
Excellent organisational and time management skills	*	
Attention to detail and accuracy	*	
Ability to work to tight deadlines	*	

Knowledge	Essential	Desirable
Previous visitor/customer services team management experience	*	
Computer literate – use of Microsoft Word, Outlook, and be confident using Excel	*	
Previous experience of organising staff including rotas	*	
Experience with spreadsheets and filing systems	*	
Previous experience of managing a budget		*
Previous experience of Gift Aid policies and procedures		*
Experience of developing work procedures	*	

Professional Qualifications	Essential	Desirable
First Aid Certificate		*
HNC Level in Customer care		*