



**Post:** Assistant Visitor Welcome Manager  
**Department:** Visitor Welcome  
**Division:** Enterprise and Communication

**Job Description**

**Main Duties**

- Manage staff to ensure all operations are effectively.
- Manage the daily and yearly rota to ensure staffing levels are correct and meet the changing needs of the business.
- Manage staff annual leave requests, monitor sickness levels and performance
- Ensure cash floats, takings and stock at the start and end of day are correct, monitor all auditable aspects of the EPOS and resolve discrepancies.
- Update and create new procedures as appropriate
- Co-ordinate emergency response to incidents
- Resolve any visitor complaints that may be forthcoming
- Liaise with a range of departments to support the smooth running of events and activities within the garden, including Christmas at the Botanic
- Responsible for the security of the Garden including all gates and John Hope Gateway and East Gate Lodge.
- Work closely with Botanic Trading Company personnel and Catering Contractors to provide consistent levels of service for all Front of House roles
- Any other ad hoc duties as required by line manager

**Workplan**

- Achieve income targets set for financial year
- Respond and take forward to all KPI's from Mystery Visit Programme
- Support Garden Tours team to co-ordinate all bookings for Garden Tours and co-ordinate with Commercial Manager to increase Travel Trade business.

**Person Specification**

Skills/Aptitude	Essential	Desirable
Proven people management skills	*	
Proactively take responsibility for own workload, be able to prioritise to meet conflicting demands	*	
Excellent interpersonal skills and communication skills	*	
Ability to use initiative and work to tight deadlines	*	
Be able to demonstrate ability to work in a fast paced environment	*	



<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Previous visitor/customer service team management experience	*	
Computer literate – use of Microsoft office, - including, Outlook, Excel, Teams	*	
Previous experience of organising and managing staff rotas and resources	*	
Experience of managing a budget	*	
Ability to create and develop work procedures and H & S procedures and Risk Assessments	*	
Ability to manage competing priorities	*	

<b>Professional Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
First aid certificate or be willing to work towards certification		*
HNC Level in Customer Care		*
ND or above Tourism and Hospitality qualification		*