

# **Creswell Heritage Trust**

## **Job Description**

<b><u>Job title:</u></b>	Visitor Services Officer
<b><u>Department:</u></b>	Commercial
<b><u>Pay grade / Salary:</u></b>	£21500
<b><u>Hours:</u></b>	37.5 hours pw including weekends
<b><u>Contract:</u></b>	Standard permanent
<b><u>Reporting to:</u></b>	Commercial & Visitor Services Manager
<b><u>Responsible for:</u></b>	Retail Supervisor, Catering Supervisors

## **Job description:**

The objective of this role is to actively grow the visitor experience at Creswell Crags, working within the developing Retail and Catering Strategy. The role will be to actively assist the Commercial & Visitor Services Manager with day to day tasks to ensure a smooth running of the commercial department. This remit will include being responsible for supervising the retail and catering departments, growing the business, and enhancing the visitor experience. We also anticipate an increase in visitor numbers & a new EPOS systems will be a key focus of Creswell Heritage Trust in 2021 onwards, and this role will be a key part of that. Historically, visitor services at Creswell Crags has been under-resourced and under-developed. This new post will therefore offer the holder a chance to make a mark at a crucial time in the Trust's story.

## **Key responsibilities:**

- Working with
  - The Commercial & Visitor Services Manager to increase income and develop a high quality of visitor satisfaction.
  - The Retail Supervisor to plan displays, special offers, buying & managing stock levels and budgets, and staff rotas.
  - The Catering Supervisors to plan menus, special offers, buying & managing stock levels and budgets, and staff rotas.
  - The Finance & HR Manager to manage budgets and stock levels.
  - The Marketing & Events Officer regarding events and promotions.
  - Suppliers to build relationships.
- Responsible for:
  - The supervision and development of retail & catering staff.
  - The training needs of catering & retail staff.
  - Ensuring Health & Safety regulations, including food hygiene are adhered to.

- Ensuring the visitor experience is maintained to a high standard and dealing with any customer enquiries and complaints.
- The daily administration of the online shop.
- The displays including leaflets & merchandise.
- Taking on the management responsibility in the absence of the Commercial & Visitor Services Manager.
- Other:
  - Reporting regularly to the Commercial & Visitor Services Manager.
  - Being part of the Duty Management team for Creswell Crags, which means being a keyholder and being the most senior staff member on site on occasional days, after training. This will include some weekends and evenings.
  - Being prepared to undertake all training relevant to the role and taking a proactive approach to seeking out CPD opportunities.
  - Representing Creswell Heritage Trust with external stakeholders.

### **Person Specification**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable experience in retail and catering management	X	
Demonstrable work experience in customer service	X	
Demonstrable work experience in staff training & development		X
Demonstrable work experience of EPOS systems		X

<b>Education / Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
5 GCSEs grade 5/C or above including English & Maths	X	
Food Hygiene		X
Qualification/training related to customer services		X
Willing to undertake regular training	X	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Proficient in the use of MS Office, especially Outlook, Excel & Word	X	
General IT literacy, and ability to learn new IT skills	X	

<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Organisational & time management skills	X	
Confident communicator & good inter-personal skills	X	
Attention to detail	X	
Problem-solving skills, and ability to multitask	X	
Ability to prioritise and delegate tasks	X	
Proactive attitude to improving own understanding of services offered	X	
Team player	X	
Excellent written communication skills	X	

Reviewed by: Nicola Tewson  
Review date: 01/12/2020