

**Job Description**

**Role Profile Upton Country Park House Steward**

**Service/Team** Commercial Operations

**Reports to** Upton Country Park Visitor Services Officer

**Responsible for** N/A

**Number of posts**    1

**Post number**  105760 (MUL044)

**Career Grade**  C

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** preparing and delivering events, weddings, and functions at Upton Country Park. I provide a friendly, efficient, and professional service to all visitors, ensuring high standards of customer care and contributing to the development of Upton Country Park as a leading visitor attraction.

**Job Overview**

To assist in the smooth operation and delivery of visitor services at Upton House and Upton Country Park, including events, functions, and daily visitor activities, with a focus on exceptional customer experience. Ensure excellent service standards are maintained and compliance with relevant policies, processes, and Health and Safety measures.

**Key Responsibilities**

1. Provide exceptional customer service by welcoming visitors and guests warmly and professionally, ensuring a positive experience.
2. Assist in the operation and delivery of visitor services, including events, functions, and daily activities at Upton Country Park, with a strong focus on customer satisfaction.
3. Oversee events, functions, and activities, ensuring compliance with relevant policies, processes, and Health and Safety measures.
4. Prepare and set up rooms, equipment, activities, and events to meet business needs and maintain high standards.
5. Support the delivery of wedding ceremonies, events, and functions, ensuring a seamless and memorable experience for all guests.
6. Provide guidance and support to customers, responding promptly and professionally to enquiries, telephone messages, reports, or complaints.
7. Participate in rotas and cover arrangements, including regular weekends, evenings and bank holidays, to meet customer and service delivery needs.
8. Work collaboratively as part of a team to provide a flexible service that meets customer needs and expectations, contributing to the development of Upton Country Park.
9. Maintain the high-quality appearance and customer service standards at Upton Country Park.
10. Assist in monitoring and controlling all aspects of security for Upton Country Park, including implementing Health and Safety measures in line with policies and procedures.
11. Manage immediate emergencies e.g. first aid, fire, power faults, by following Upton Country Park procedures and notifying emergency services and duty Estate Management.
12. Carry out basic physical and creative tasks as needed, such as setting up dancefloor, decorations, and room layouts.
13. Deputise for the Visitor Service Officer and Wedding and Events Coordinator as required.
14. Comply with all decisions, policies, and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety Work Act, and Data Protection Act.
15. Attend training courses and activities relevant to improving performance in the role.
16. Build and develop positive relationships with customers, volunteers, stakeholders, and colleagues.
17. Work towards the Council’s and Site’s vision, objectives, and values.
18. Undertake other duties as may be required from time to time, commensurate with the level of the post.

**Specific Qualifications and Experience**

* Experience of working in a hospitality environment.
* Experience of communicating with customers and members of the public.
* 3 GCSE certification qualification or equivalent in English and Maths.

**Personal Qualities & Attributes**

* Confident communicator with excellent interpersonal skills and the ability to develop and sustain relationships with colleagues, visitors, and volunteers.
* Willing to problem-solve and show proactivity with a flexible ‘can do’ approach, and a readiness to work individually or in a team.
* Ability to work effectively under pressure, forward plan and prioritise tasks.
* Well organised and efficient with attention to detail.
* Friendly and approachable with strong commitment to customer care ensuring high levels of visitor satisfaction.
* Willing to wear a provided uniform.

**Job Requirements**

1. Basic DBS check required.
2. Must be physically able to work practically for periods of time, lift heavy items, and clean thoroughly and efficiently.
3. Available to work regular weekends and evenings, including Bank Holidays.