

# Job Description

## Hengistbury Head Visitor Centre Assistant

<b>Role Profile</b>	Operational – BCP Band E
<b>Service/Team</b>	Environment
<b>Reports to</b>	Volunteer Coordinator / Countryside Manager
<b>Responsible for</b>	Volunteers, students
<b>Number of posts</b>	1
<b>Post number</b>	tbc
<b>Career Grade</b>	N/A

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by supporting the opening of the Hengistbury Head visitor centre, its volunteers and visiting public.**

### Job Overview

To support the Hengistbury Head Visitor Centre operations by covering weekend shifts, holiday cover and occasional weekdays. The Visitor Centre has a gift shop, refreshments, exhibition, and wildlife garden and you will work closely with the centre staff and volunteers.

### Key Responsibilities

- Supervising and supporting the volunteers in the Visitor Centre
- Opening and closing the Visitor Centre, including doors, displays, signage etc
- Opening and end of day till procedures and cash handling
- Providing excellent customer service: this includes welcoming visitors; answering queries in person and on the telephone; providing information; serving customers in the shop
- Assisting volunteers with any issues with the till or card machine
- Dealing with deliveries, contractors or staff working outside of the visitor centre
- Putting out/topping up stock
- Keeping the Visitor Centre clean and tidy
- Other miscellaneous duties in the Visitor Centre or outside in the grounds of the Visitor Centre

### Specific Qualifications and Experience

- Practical experience of working in a retail environment
- Knowledge of natural history and/or archaeology
- Ability to supervise volunteers
- Able to work on own initiative as well as in a team
- Confident using Microsoft Office
- Experience in a shop/visitor attraction environment
- Experience of using a till/card machine/cash handling
- Customer service focused, with dedicated approach to delivering the best service to Centre visitors

### Personal Qualities & Attributes

- Able to work regular weekends
- Enthusiasm for sharing information about nature and Hengistbury Head
- Knowledge of the local area and its wildlife and history
- Approachable and friendly, with the ability to communicate with a wide range of people
- Flexible and adaptable attitude towards work

- Strong attention to details with ability to undertake methodical tasks to high degree of accuracy.
- Able to use own initiative.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.