
JOB DESCRIPTION

JOB TITLE	Visitor Experience Assistant – Sunday
SALARY	£9.00 per hour
REPORTS TO	Volunteer and Visitor Experience Coordinator
LOCATION	Jarrow Hall
TERMS & CONDITIONS	9am – 4.30pm Sunday Fixed term until end November 2021

JOB SUMMARY

As part of the Jarrow Hall family and a key part of the team you will be expected to play a proactive and dynamic role alongside your fellow staff and volunteers to ensure that Jarrow Hall builds and maintains a reputation as one of the finest, most welcoming and best loved venues in the region and beyond.

To be the effective frontline representative of Jarrow Hall, managing a range of administrative duties and providing a well-informed and hospitable welcome to Jarrow Hall visitors, guests, clients and contractors.

Responsibilities will include but are not limited to managing admissions, social media, and cash management.

KEY TASKS

- Be the first point of contact for Jarrow Hall visitors.
- Deliver a high standard of customer service to all staff and visitors to ensure an excellent visitor experience.
- Manage in-person, phone or digital enquiries, inc. public-facing email and social media.
- Handle payments for admissions and retail sales, including cash, card and online.
- Handle EPOS system operations, including administration of back office if required.
- Ensure good housekeeping at all times.
- Support set up and delivery of events as required
- Cash handling as required, including safe and deposits.

ADDITIONAL RESPONSIBILITIES

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
- Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Health & Safety - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
- Equal Opportunities & Diversity - Groundwork strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.

Developed by: Rebecca Maw July 2021

PERSON SPECIFICATION

Visitor Services Assistant - Sunday

	ESSENTIAL	DESIRABLE
Education/ Training/Qualifications	GCSE A* - C or Grade 5 or above or equivalent in English and Maths	
Experience and Knowledge	Computer literate including use of Microsoft Office Excellent organisational skills Use of social media	
Competencies	Enthusiastic and flexible with a 'can do' attitude Excellent communication and interpersonal skills Ability to work as part of a team	
Values and Attitudes	Confidence and professionalism Amicable and approachable Team player with sound initiative	