

GROW COOK LEARN

JOB DESCRIPTION

POST: Visitor Welcome Volunteer

MAIN LOCATION: Shropshire Hills Discovery Centre

RESPONSIBLE TO: Visitor Experience Manager

BRIEF DUTIES OF POST

As the public face of Grow Cook learn, you will provide a warm and friendly welcome, provide information about the Shropshire Hills Discovery Centre and make sure each visitor has an enjoyable and memorable visit.

You will have a good local knowledge about what the Shropshire Hills has to offer providing advice and assistance to visitors.

You will be the first point of contact for customers and telephone enquiries. You will deliver exceptional customer service to all of our visitors and clients, helping them by dealing with their enquiries or to enjoy their day.

You will assist in carrying out routine administrative tasks.

Your customer focused approach will help us realise our growth targets.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Duties will include some or all of the below.

1. Assist in providing high standards of customer care pro-actively and re-actively.
2. You will give a warm welcome and deliver excellent customer service, happy to respond professionally to visitor enquiries whilst providing information, direction and assistance as required to a diverse audience.
3. You will assist in actively promoting the centre; up-selling the exhibition, café and activities to meet our charitable aims and commercial objectives.
4. You will be a true advocate of Grow Cook Learn, the Discovery Centre, and the Shropshire Hills; with the ability to absorb information and communicate this in a positive and engaging way.
5. You will maintain a high standard of personal presentation, appropriate communication and conduct when dealing with members of the public and clients.
6. You will deliver a good reception service including dealing politely and effectively with all enquiries in person, by telephone, post or by electronic communication and adopting a friendly and helpful manner to all visitors and clients.
7. You will assist with all necessary tasks associated with the shop, such as checking presentation and stock levels on shelves, sales, cash handling, till work and ordering / receiving / checking / pricing deliveries.
8. You will assist in the operation of reception as required including dealing with enquiries, exhibition admission, event ticket sales, bookings, training courses and room hire.

9. You will assist the public to access the information they need to have an enjoyable visitor experience at the Centre and in the wider Shropshire Hills area. You will keep up to date with local information and services and keep stocks of and display public information. You will assist with keeping tidy all notice boards and displays.
10. You will enrich the visitor experience by sharing your knowledge of the Shropshire Hills with the public.
11. You will actively promote engagement in Grow Cook Learn activities, and assist administrative tasks associated with delivery of training programmes and community activities.
12. You will complete routine administrative tasks allocated by Grow Cook Learn Management through for example (but not limited to) collecting visitor numbers, statistics, conducting surveys, issuing feedback forms and collating results where required, and routine office procedures such as typing, filing, photocopying.
13. You will assist in regularly monitoring the condition and cleanliness of front of house facilities, taking corrective action and/or reporting issues as appropriate.
14. You will assist with the evacuation of visitors and colleagues in the event of an emergency in accordance with instructions.

WHAT YOU WILL LEARN

- 1 Customer service skills
- 2 Use of Microsoft Word, Publisher and Outlook
- 3 The ability to communicate with a diverse audience in a variety of ways such as email, social media, telephone and face to face
- 4 To take responsibility for the health and safety of oneself and others in the workplace, particularly in respect of:
 - Accident reporting
 - Lone working procedures
 - Risk management
- 5 All about the Shropshire Hills. You will build an intricate knowledge of what's happening when and where; great places to visit and all about our activities and events
- 6 All about our charity; its aims and ethos

Knowledge, skills and experience needed

It's an exciting role; we need someone who can take on a challenge. To deliver this role successfully, you'll need to have some of the following:

- A flexible customer focused approach, with high standards of customer service.
- Excellent people skills, enabling strong relationships, both externally and internally.
- Excellent communication skills, both verbal and written.
- A hard working approach, be committed and a team player.
- Good interpersonal and communication skills.
- Able to work with own initiative without immediate assistance from a line manager.
- Good IT skills (Microsoft Office)
- Able to learn till and stock control systems and procedures.
- Interest in developing product knowledge.
- Able to deal with visitors in a variety of situations.
- Knowledge of different access requirements and how to assist visitors.