

GROW COOK LEARN VOLUNTEER PROFILE

POST: Visitor Welcome Officer Volunteer

MAIN LOCATION: Shropshire Hills Discovery Centre

RESPONSIBLE TO: Visitor Experience Manager

BRIEF DUTIES OF POST

Based on the front desk, you will be the public face of Grow Cook learn, providing a warm and friendly welcome. You be involved in signposting visitors to local attractions, selling the Discovery Centre activities and inspiring visitors to get the most from their visit.

You will work to build a good local knowledge about what the Shropshire Hills has to offer providing advice and assistance to visitors. Working alongside the management team, you will ensure all our communications with our visitors are clear and consistent, from the first click on the website, to the posters and signs around the centre.

We don't expect you to be able to do all the tasks listed below at first, but we will provide training so that will be able to develop your skill set as you progress.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Working on the front desk to welcome and advise visitors, signposting them around the Centre and the wider area.
2. You will assist in actively promoting the Centre; up-selling the exhibition, café, events and activities to meet our charitable aims and commercial objectives.
3. You will help in the delivery of 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 with all visitors and clients. You will be involved in selling exhibition admissions, gallery sales, event tickets, training courses and room hire.
4. You will assist with all necessary tasks associated with the opening and closing of the Shropshire Hills Discovery Centre including cashing-up and ensuring the Centre is secure at the end of the day.
5. 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

What you will learn

1. About the history of the local area via our exhibition
2. How we operate a 7-day multi-department Centre in a way that supports our charitable aims
3. How we operate our IT systems
4. The importance of teamwork, good timekeeping and immaculate personal presentation.
5. Volunteering with us will give you a strong grounding for a career in the leisure and tourism sector.

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 the following:

- A flexible, customer-focused approach with high standards of customer service.
- Good organisational skills and an eye for detail.
- An understanding of the aims and ethos of Grow Cook learn.
- Excellent communication skills, both verbal and written.
- A hard-working approach be committed and a team player.
- The ability to work with own initiative without immediate assistance from a line manager.
- Good IT skills (Microsoft Office).