**Job Description – Seasonal Visitor Experience Team, Aldingbourne Country Centre**

**Project:**  Aldingbourne Country Centre

**Work Location:**  Aldingbourne Country Centre

**Directly responsible to:**  Hospitality Services Manager, Open Farm Co-ordinator or Senior Retail

 Events Coordinator, Aldingbourne Country Centre

**Overall responsible to:**  The Managing Director, Aldingbourne Trust

**General purpose:**

Depending on your role, you can work in either some or all of the following:

* the café and retail shop, providing a welcoming and commercial environment for our customers. The café provides a range of refreshments and meals and the shop is an important outlet for items produced and grown at the centre.
* the open farm, maintaining the farm as a visitor attraction.
* running events for the public during the school holidays.

The centre is open Monday – Sunday.

**Main duties:**

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| **Adventurous** |
| * Contribute to new ideas & projects to achieve successful implementation
* Step out of comfort zone, to explore & consider innovative approaches to meet the Trust’s objectives
* Risk taking in this context is about trying new approaches, not about risking the Country Centre, its clients, staff, animals, visitors, products or equipment.
* Consider the use of technology in enhancing performance
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| **Connecting** |
| * Working proactively & supportively with the Hospitality Services Manager and the Events Coordinator, the Aldingbourne Country Centre Manager and team.
* To communicate any relevant contacts, networking groups, enterprising opportunities or ideas you have to your Manager for consideration.
* To actively share job opportunities, marketing messages and fundraising events within your day to day network
* Ensure good communication takes place with visitors & staff
* Building & maintaining positive working relationships with visitors
* To participate in staff meetings, training courses and seminars.
* To serve and assist customers in the shop/cafe ensuring an excellent standard of customer service is maintained.
* Ensure you maintain a programme of continuing professional development.
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| **Respectful** |
| * To ensure the observance of Health & Safety Regulations and Safety procedures under the Health & Safety at Work Act.
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| **Resourceful** |
| * Help people to learn by using your initiative.
* Ensure customers have all available information to enhance their visit.
* To operate the tills effectively and account for daily takings.
* Respond to requests for information/clarification from colleagues & visitors.
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| **Friendly** |
| * To ensure customers are greeted politely and with a warm welcome.
* To fully engage with our visitors to ensure they have a safe, enjoyable and informative visit to the Aldingbourne Country Centre.
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| **Encouraging** |
| * Ensuring people with learning disabilities understand their rights and responsibilities and are supported to undertake an active role in making decisions about their support.
* Coach clients to provide excellent customer service, leading by example.
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| **Supportive** |
| * Helping with new activities to provide flexibility when required.
* Embrace person centred approaches and ensure positive outcomes are achieved.
* Ensure the visitor facilities are clean and stocked.
* To participate in the security arrangements at the Centre.
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| **Advocating** |
| * To actively promote the Trust, engage with the community and positively raise awareness about everything we do.
* Promote the Aldingbourne Trust and Aldingbourne Country Centre as an employer and visitor attraction of choice.
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| **Additional Duties and requirements:** |
| * To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.
* This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities.
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**The Person Specification: Seasonal Visitor Experience Team (ACC)**

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| **Essential:**  |
| * Able and willing to work weekends and public holidays subject to agreed rotas.
* Self-motivated
* Good communication and listening skills.
* Demonstrate the ability to provide excellent customer care.
* Good team working skills.
* Administrative/organisational skills.
* Ability to maintain a safe working environment
* A commitment to the principles of people with learning disabilities having human rights, dignity, respect, equality and an emphasis on positive outcomes for people. An understanding of how to develop arrangements that safeguard and protect people from abuse.
* Independent transport (we are based in a rural location)
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| **Desirable:** |
| * Relevant experience
* Computer literate.
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| **Last Updated:** |
| January 2022 |

**Terms and Conditions: Seasonal Visitor Experience Team (ACC)**

* The contractual hours for this post are zero as work varies according to demand. Hours available will be agreed in advance.
* We are offering £5 per hour (under 18), £6.83 (age 18-20), £9.18 (age 21-22) and £9.50 (over 22). This is a seasonal contract which ends on November 2022.