

**Post:** Visitor Welcome Team Member  
**Department:** Visitor Welcome  
**Division:** Horticulture and Visitor Experience

### Job Description

#### Key Responsibilities

1. Opening and closing of the Garden including all reception points, buildings, and Garden security.
2. Provide a welcoming and inclusive approach for all visitor facing activities whilst delivering customer service excellence to maintain 5-star Quality Assurance.
3. Ensure the health and safety of visitors/customers within the Garden, following all procedures and contributing to all reviews of processes.
4. Liaise with internal and external partners to facilitate daily operations.
5. Respond to visitor/customer enquiries effectively and provide information involving other departments and knowledge bases.
6. Provide effective patrolling of the Garden to protect the Living Collection and ensure that visitors adhere to the Garden's regulations.
7. Respond to and provide support for all incidents and emergencies in line with procedures.
8. Support and promote RBGE Events and Exhibitions including ticket sales for Christmas at the Botanics.
9. Optimise visitor spend by actively promoting all products, including maps, guidebooks, and daily tours.
10. Actively promote and encourage visitor giving through donations, memberships, and Gift Aid.
11. Comply with all cash handling and banking procedures.
12. Carry out general administration tasks including record keeping.

**Specific Responsibilities**

- Ability to work across a range of reception sales points and assist in supporting the smooth running of events and activities within the Garden.
- Along with the rest of the VWT maintain and improve service levels to a 5-star standard and be confident that this is consistently maintained. Respond and engage with the Mystery Visit programme.
- To actively contribute to achieving the budget and departmental targets for 2024/2025.
- To process all bookings for Group and Private guided tours of the Garden.

**Person Specification**

<b>Skills/Aptitude</b>	<b>Essential</b>	<b>Desirable</b>
Proactive and take responsibility for own workload, prioritising to meet conflicting demands	*	
Have a 'can do' attitude	*	
Excellent interpersonal skills and have the ability to communicate effectively with people at all levels	*	
Excellent customer services skills	*	
Ability to work flexibly across a range of areas	*	
Ability to use initiative and work to tight deadlines	*	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Previous visitor or customer service experience	*	
Computer literate – use of Microsoft Word, Outlook, Excel, databases	*	
Previous experience of following health and safety procedures	*	
Previous cash handling and till operation experience	*	
Ability to follow established work procedures	*	
Previous experience of answering enquiries in person, via email and over the phone.		*
Delivering 5-star customer service		*

<b>Professional Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
First Aid Certificate		*
SVQ 2 or above equivalent in Customer Care		*