



Almond Valley Heritage Trust

## Post of Visitor Services Supervisor

The Visitor Services Supervisor oversees and contributes to the work of the small reception team responsible for serving and welcoming visitors to Almond Valley.

Duties of this reception team include greeting visitors, issuing tickets, operation of the gift shop, overseeing visitor activities, responding to queries and eventualities, and other face-to-face interactions. Duties also include the handling of telephone and on-line enquiries and bookings, record-keeping and other administrative tasks, maintaining a clean and attractive workspace, cash handling, and the general coordination of visitor-facing activities on site.

The Visitor Services Supervisor is responsible for the coordination and direction of the reception team and, in the absence of the Visitor Services Manager, will also coordinate tidy team and other service staff. They will be responsible for the effective and profitable operation of the gift shop including visual merchandising, selection of products, and maintenance of EPOS records

They may serve as Responsible Officer if required to do so.

Essential qualities include:

- Excellent customer care skills, exercising judgement and initiative to anticipate customer requirements and resolve any issues that may arise.
- An effective communicator who stays calm under pressure.
- Retail skills and experience.
- Good organisational and people skills, giving effective direction and making best use of resources
- Accuracy, analytical skills, a head for numbers, and well developed digital skills.

This is a full time post responsible to the Visitor Services Manager, working 40 hours a week, five days in seven which will include weekends. Normal working hours will be 9-5, with occasional variation when required for special events.

The annual salary is £18,304. The post is offered on a fixed-term (12 month) period, with the expectation of being offered a permanent position at that time.