

ROLE: Front of house Assistant/Supervisor

REPORTING TO: Hub Managers

SHIFT PATTERN: Guarantee of 3 days per week, with the ability to step up for more. Availability at least 1 day at a weekend

ROLE SUMMARY: To provide our visitors with an exceptional experience, you will help to promote the conservation activities of the Park along with opportunities for maximising revenue through our retail and membership offering. You will lead the team from the front, be a key holder and responsible for leading Pensthorpe's emergency protocols should any situations arise.

Main responsibilities

1. To be responsible for the provision of the highest possible standard of customer service to visitors, guests and staff at all times within pre-agreed budgetary targets, working across all hub areas

2. Retail:

To work with the Hub Managers to continuously develop the retail experience at Pensthorpe through the introduction of innovation and interest; being mindful that all new innovation must be to the benefit of the business and remain within the Pensthorpe style.

Play:

- To be responsible for the provision of the highest possible standard of Indoor and Outdoor Play experience to visitors at all times within pre-agreed budgetary targets, working across all Pensthorpe Indoor and Outdoor Play. To work with the Play Supervisor to continuously maintain the inspection of the play equipment and provide a safe space for visitors to enjoy. To work with the Play Supervisor to continuously develop the Play experience at Pensthorpe through the introduction of innovation and interest; being mindful that all new innovation must be to the benefit of the business and remain within the Pensthorpe style.

Catering:

To be responsible for the provision of the highest possible standard of dining experience to visitors, guests, and team at all services at all times within pre-agreed budgetary targets, working across all Pensthorpe catering outlets.

To work with the Catering & Hospitality Manager to continuously develop the dining experience at Pensthorpe through the introduction of innovation and interest; being mindful that all new innovation must be to the benefit of the business and remain within the Pensthorpe style.

Operational management

1. Take responsibility for the smooth and efficient running of the various Hub departments, to support the provision of a first-class visitor experience, ensuring a warm welcome and well-informed information to our visitors from entry right through to exit.
2. Work to ensure effective interaction in any front of house areas, to ensure consistently smooth service and excellent customer service at all times.
3. Ensure the timely handling of all booking enquiries and queries via the main bookings phone line and email accounts, acting as the first responder to all visitor/potential contact.

4. Guide and manage the team to focus on delivering first class customer service, whilst focussing on the proactive selling of membership, talks, events and experiences, products and services, food offerings and upsell opportunities, as well as current conservation projects and wildlife sightings. Ensure that you provide training, coaching and motivation to sell.
5. Support the team to build knowledge of the site and all available activities to provide an exceptional level of information and guidance to each visitor and develop confidence to respond to visitor questions.
6. Working with the Hub Managers to implement a customer feedback system that allows constructive feedback to be gathered and suggestions to be implemented.
7. Take responsibility for ensuring that:
 - a. all areas within your hub department, whether that shop, catering or play area are spotlessly clean at all times and presented to a high standard
 - b. all team members wear their correct uniforms at all times to the agreed standard, including name badges and appropriate additional personal clothing and footwear items, as well as personal presentation and hygiene,
 - c. all tills, desks, counters and work stations are set up at least five minutes prior to opening
 - d. signage is accurate, clean and appropriately displayed
 - e. till points, screens, shelving etc are maintained, spot cleaned and kept neat and tidy and look their best at all times
 - f. there are sufficient maps, trails, pencils etc
8. Manage the renewal of memberships, issuing reminders in a timely fashion and working with colleagues to actively encourage the repeat purchase of memberships to the Park.
9. Ensuring that the park is ready to open for visitors each morning and check the park for visitors at closing times.
10. Ensure pre and post briefings are held before and after every opening. Document this for team members joining later in the day or absent to read when available.
11. Ensure that all areas within the shop and admissions areas are spotlessly clean at all times and that appropriate cleaning schedules are in place, completed and archived.
12. Be a keyholder and lock and unlock the shop and barriers when needed

Front of house management

1. Support the hub areas in the day-to-day operation of Pensthorpe and its activities.
2. To support the provision of a first-class customer service experience for visitors.
3. Support the timely and accurate achievement of stock takes, in support of the hub managers, and utilising the team as required.
4. Use experience and knowledge, as well as listening to the team and customer feedback, to inspire and inform new product range ideas.

5. Use effective merchandising skills to present products and ranges to maximise customer interest and sales and secondary spend

Financial Management

1. Support the hub managers in ensuring that stock levels are kept to an optimum for the time of year to ensure minimum wastage due to exceeding sell by dates for food items.
2. Work to support the team in ensuring a stocktake is completed when planned.
3. Ensure staffing levels on a day-to-day basis are appropriately managed in line with budgets in order to keep staffing costs to an absolute minimum, keeping within staffing budgets and reviewing requirements daily according to weather and other variables.
4. Manage the tills in relation to cashing up and inputting data on the cash sheet when needed.

People Management

Assist the hub managers with the following as required:

1. To be the primary point of contact for the hub team when the managers or supervisor is not working and be responsible for all matters relating to the welfare, motivation, achievement of best practice and development of this team
2. Have involvement in the training of new employees as necessary (with prior authorisation of Hub Managers), ensuring induction training, setting early objectives and acting as a guardian/mentor, as appropriate for new team members.
3. Together with the Retail and Admissions Manager, oversee the creation of rotas for the retail and admission desk to ensure staffing levels reflect the needs of the business at all times. Review daily during service to reduce instances of overstaffing, responding promptly to visitor footfall, weather and other variables.
4. Monitor sickness, punctuality and general performance of team members and take necessary action where standards are not being met.
5. Ensure all team members use the correct selling skills in order to maximise sales of products and to achieve a high level of customer satisfaction wherever possible.

Communication

1. In conjunction with the Hub Managers, manage an effective communication strategy between the team and all other departments on a regular basis.
2. Relay any team performance issues back to the hub managers or general manager in real time, so these can be dealt with so as not to affect the smooth running of departments.

3. Ensure your involvement in meetings and the dissemination of information to those staff that you are responsible for.

Visitors

1. Build a good rapport with visitors, discussing their views on their experience of the park and generally meeting and greeting visitors.
2. Provide and promote a helpful, friendly and 'can do' service to all visitors.

Other

1. Any reasonable request made by the Hub Managers, Senior Management Team or the General Manager.
2. Attend external meetings or training courses as required.

Health & Safety / Environmental Health

1. Maintain a safe working environment at all times.
2. Be responsible for the safe use of cleaning chemicals ensuring that the COSHH regulations are adhered to.
3. Follow the company's procedures, as described in the Health & Safety Policy.
4. Report anything unsafe to the Hub Managers, and to report accidents, near misses, and so on in the accident book.

This job description reflects the present requirements of the position. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the employee.

Job Holder : **Date:**