**Visitor Experience & Retail Assistant (0.6 FTE)**

**Job Description**

Job Title: Visitor Experience & Retail Assistant

Hours: 856.25 hours per annum, typically 3 days per week although this may change across the year due to the seasonality of our opening. (some evenings and regular Sundays required as part of a roster)

Salary: £10,214 per annum

Holidays: 15 days including statutory holidays

Responsible to: Visitor Experience Manager

Location based at: Chelsea Physic Garden, 66 Royal Hospital Road, London, SW3

4HS.

**Equal Opportunities**

Chelsea Physic Garden is a place for everyone. As an equal opportunities’ employer, Chelsea Physic Garden is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.

**About Chelsea Physic Garden**

Chelsea Physic Garden is an independent charity set up in 1983 to promote and preserve the four-acre garden of the same name. The charity’s mission is to demonstrate the medicinal, economic, cultural and environmental importance of plants to the survival and wellbeing of humankind. Together as a small, dedicated team of staff we welcome 70,000 visitors a year to enjoy our Grade 1 Listed garden.

There has been a Garden on our site since 1673. We are currently in a period of large-scale project development, as we move toward a celebration of our 350th anniversary in 2023. The first phase of the project is focused on the ambition to restore and re-present our Glasshouses and their important and fragile collections. This project is supported by the National Lottery Heritage Fund.

**About the Role**

We want to make Chelsea Physic Garden, a welcoming garden for all and our visitor experience team, as the visitors first point of contact, are essential to delivering this successfully. The Visitor Experience & Retail Assistant(s) is a customer facing role that engages with everyone who visits the Garden and delivers the daily running of the Visitor Welcome Area and Garden Shop. The role provides an exceptional welcome and level of customer service. The posts support the Visitor Experience Manager to achieve annual targets for visitor admissions, membership conversion, direct debit sign up and gift aid donations. The Visitor Experience & Retail Assistant(s) will support our daily retail operations, uphold retail presentation standards, support visitors with sales enquiries and process purchase transactions.

We currently have x3 contracts available each on a 0.6 FTE, which equates to 856.25 hours worked across the year. We are open to visitors on Sundays and Bank Holidays, and are only open to the public on x2 Saturdays a year (as we close for private hire events on Saturdays).

**Key areas of responsibility**

1. **Visitor Experience**

* Responsible for delivering a high-quality visitor experience to all of our visitors;
* Resolving visitor enquiries where possible and passing enquiries on to relevant colleagues when necessary;
* Maintaining a good knowledge of the Garden and the seasonal highlights of the Garden as these change, as well as our wider public offer including our Public Programme of events and our catering partners;
* Liaise with visitor facing volunteers, such as Tour Guides and Stewards to update them with any last-minute updates and to know how many tours will be taking place, when, etc. to best inform visitors;
* Support the Visitor Experience Manager and Assistant Visitor Experience Manager to deliver the Visitor Experience Plan at Chelsea Physic Garden and take an interest in the Audience Development Plan;
* To deliver small scale projects on an ad hoc basis in line with personal development plan e.g. ‘How To Guides’ on processes for new staff members.
* To effectively support the operational management team in the event of an emergency or fire evacuation.
* Maintain a good knowledge of operational procedures including health and safety, safeguarding and lost children, to ensure that everyone at CPG has as safe a visit as possible.

1. **Retail**

* Provide exceptional customer service to visitors in the Garden Shop.
* Develop a good understanding of the products on sale and their relevance to the Garden.
* Ensure that the retail spaces are well stocked and presented in line with Presentation Guidelines.
* Work with the Buyer/Merchandiser to meet monthly sales targets.
* Support any Retail Volunteers in their role throughout the day.

1. **Membership**

* Take opportunities to upsell and cross-sell including membership, enhancing the opportunity to secure gift aid and direct debits;
* Achieve targets set for gift aid, membership conversion.

1. **Upholding Presentation Standards**

* Responsible for the opening and closing of the Visitor Welcome Area & Garden shop, and clearing the Garden of visitors at the end of day;
* Ensure presentation standards are maintained in these areas, including remerchandising the shop throughout the day, keeping family trails and membership leaflets topped up;
* Work with the Duty Manager to inform them of any health & safety, fire or safeguarding concerns.
* If required secure the overall site at the close of business.

1. **Administration & Cash Handling**

* Maintain a good understanding of how to use See Tickets for our online ticketing, and Shopify for retail and onsite ticket purchases (or whatever system is in use);
* Understand legislation in relation to Gift Aid to help increase conversion;
* Ensure floats and cash are prepared and accounted for each day;
* Account for all tickets sold, retail sales transactions, cash received and PDQ transactions. Reconcile these with the till end of day report, noting and explaining all discrepancies.

**Person Specification**

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| **Skills and Experience** | **Essential/ Desirable** |
| Customer Service and Retail experience | E |
| Excellent interpersonal and communication skills (written and oral) | E |
| Strong organisational skills | E |
| Self-motivated and able to act on initiative | E |
| Knowledge of current trends, resources and information relating to the visitor sector | D |
| Ability to work as part of a small team | E |
| Knowledge of working with till systems | E |
| Excellent communications skills (written and verbal) | E |
| Knowledge of MS Office programmes and ability to learn to work with different systems such as Shopify | E |
| Cash handling | D |
| Knowledge of working in value-led organisations such as charities, or the cultural sector | E |
| First aid qualification | D |
| Knowledge of Safeguarding | D |
| Knowledge of GDPR | D |
| An interest in Gardens | D |
| An interest in working sustainably in a time of climate emergency | E |

**Additional Information:**

Chelsea Physic Garden is committed to being an equal opportunities employer.

Our organisational values are:

* Inclusion
* Sustainability
* Openness & Transparency
* Respect & Care
* Discovery & Enrichment

**Terms and Conditions:**

This is a permanent part time post. The post holder will be required to work an average of 3 days per week but the nature of the role means that flexibility over the days and hours worked is required to meet the needs of the business. Due to the seasonal nature of the Garden operating hours are longer in our Summer Season March – October, as opposed to our Winter Season.

There is a requirement to work regular Sundays and Bank Holidays as part of a roster.

Salary: £10,214 per annum. This is based on working a total of 856.25 hours per annum. This will be paid in 12 monthly payments.

The Garden operates a salary exchange pension scheme with Royal London. The equivalent contribution rates are 5% employer and 3% employee at the end of the probationary period.

Holiday entitlement is 15 days based on 33 days holiday including statutory holidays for FTE.

The role is based at Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS.

We are aware that as a part-time role, applicants may wish to balance this role with other employment. We understand this, and can certainly accommodate this, we will ask about additional responsibilities at the interview stage.

**Returning your application:**

Please complete the job application form and equal opportunities form and email them to [jobs@chelseaphysicgarden.co.uk](mailto:jobs@chelseaphysicgarden.co.uk)

**Dates:**

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| --- | --- |
| Closing date for applications: | Sunday 22 August, Midnight |
| 1st Interview: | Wednesday 1 September |