



Role Overview

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| Job Title | Temporary Visitor Experience & Retail Assistant (0.4 FTE) |
| Position | Temporary |
| Hours | 342 hours over 6 months, typically 2 days per week although this may vary throughout the contract due to the seasonality of our opening (some evenings and regular Sundays required as part of a roster) |
| Salary | £13.96 |
| Holidays | 9.5 days including statutory holidays |
| Manager | Visitor Experience Manager |
| Location | Chelsea Physic Garden, 66 Royal Hospital Road, London SW3 4HS |

1. Equal Opportunities

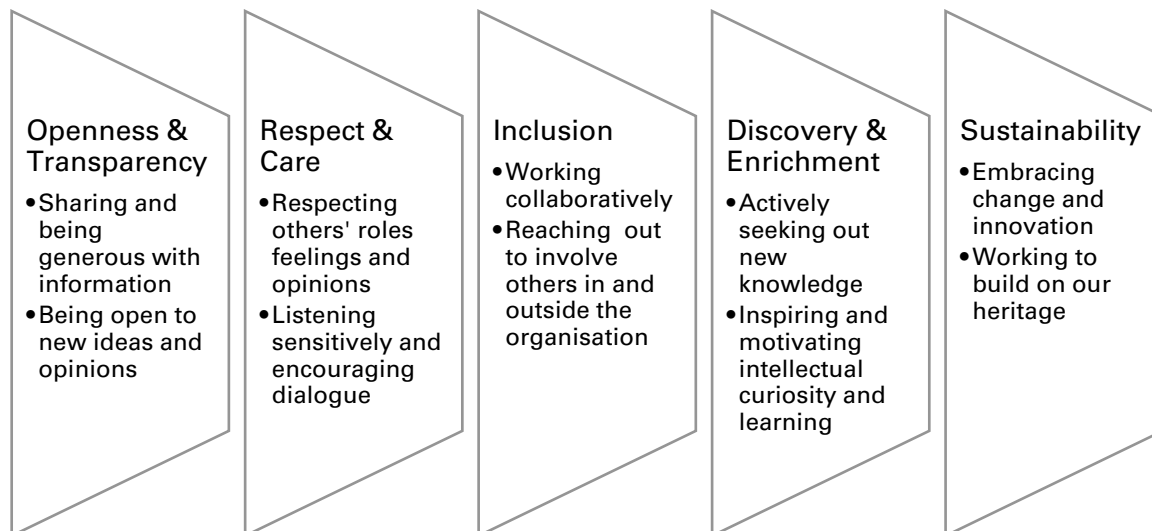
Chelsea Physic Garden is a place for everyone. As an equal opportunities' employer, Chelsea Physic Garden is committed to championing equality, diversity, and inclusion in our workplace. If you are a suitably qualified applicant, we encourage your application whatever your age, disability, gender, gender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

2. About Chelsea Physic Garden

Chelsea Physic Garden (CPG) 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. We are open to visitors six-days a week, eleven months of the year. There has been a teaching Garden on our site since 1673, and today we hope that all our visitors leave inspired, having learnt something new.

3. Our Values

We have a set of five inter linked reinforcing values that support each other



4. 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 x1 contract available on a 0.4 FTE contract, which equates to 342 hours worked across the 6 months. 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).

5. Key areas of responsibility

5.1 Visitor Experience: The VERA's are responsible for delivering a high-quality visitor experience to all of our visitors. They will need to resolve visitor enquiries where possible and passing enquiries on to relevant colleagues when necessary. The VERA's need to maintain 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.

The VERA's regularly 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.

VERA's support the Visitor Experience Manager and Assistant Visitor Experience Manager to deliver the Visitor Experience Plan at Chelsea Physic Garden and must take an interest in the Audience Development Plan, to help us be a welcoming site to all. Where possible, the VERA's will 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.

VERA's need to 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. The VERA team need to effectively support the operational management team in the event of an emergency or fire evacuation. Training will be provided.

5.2 Retail: The VERA team must provide exceptional customer service to visitors in the Garden Shop and develop a good understanding of the products on sale and their relevance to the Garden to help meet monthly sales targets. They must proactively ensure that the retail spaces are well stocked and presented in line with Presentation Guidelines outlined by the Retail Buyer & Merchandiser.

5.3 Membership: The VERA team need to help CPG achieve monthly targets set for gift aid, membership conversion, retail sales, etc. To do this, VERA's take the opportunities to upsell and cross-sell where possible. This includes Membership.

5.4 Opening & Closing: The VERA team are responsible for the opening and closing of the Visitor Welcome Area & Garden shop, and clearing the Garden of visitors at the end of day. Presentation standards need to be maintained in these areas, including remerchandising the shop throughout the day, keeping family trails and membership leaflets topped up. The VERA's need to work with the Duty Manager and inform them of any Health & Safety, Security, Fire or Safeguarding concerns. At end of day the VERA team make sure that all visitors have left the site safely.

5.5 Administration & Cash Handling: The VERA team need to maintain a good understanding of how to use our online ticketing systems, and Shopify for retail and onsite ticket purchases. Maintain up to date knowledge 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.

6. Person Specification

| Knowledge, Skills and Experience | Essential/ Desirable |
|---|-------------------------|
| Customer Service and Retail experience | E |
| Excellent interpersonal and communication skills (written and oral) | E |

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| 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 |

7. Competency Framework

We have a set of eight competencies that are common to all employees and within the framework each competency has four levels which relate to the level at which individual roles need to operate. The competency assessment for this role is set out below and more information will be provided to support this assessment.

| | Competency | Descriptor | Level for this role |
|---|-------------------------------------|--|---------------------|
| 1 | Leadership | Setting the pace and behaving with integrity | 1 |
| 2 | People Management | Making clear what you expect and what is to be achieved; enabling and supporting your staff to deliver | 1 |
| 3 | Analysis and use of Evidence | Collecting, analysing and using information and evidence, assessing risk and taking decisions | 1 |
| 4 | Communication | Communicating with colleagues, visitors and stakeholders | 1 |
| 5 | Collaborative Working | Working together with people within and outside of CPG to help us achieve our goals | 1 |
| 6 | Delivering Results | Organising and managing the work to deliver results | 1 |
| 7 | Using and Managing Resources | Using resources cost effectively | 1 |
| 8 | Know How | The knowledge, skills and expertise you need to do your job and help others to do theirs | 1 |

8. Terms and Conditions

This is a temporary part-time post. The post holder will be required to work an average of 2 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.

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 9.5 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.

Returning your application:

Please complete the job application form and equal opportunities form and email them to jobs@chelseaphysicgarden.co.uk

Dates:

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| Closing date for applications: | 18 th of March at 5pm |
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| 1 st Interview: | 28 th March |
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