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| Job Title: | Reception Services Team Assistant - sessional |
| Department: | Commercial |
| Responsible to: | Catering and Commercial Manager |
| Responsible for: | none |
| Salary: | NMW |
| Hours: | Sessional – zero hours |
| Permanent/Fixed Term/Sessional: | Sessional |

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| **Background information (job title)**  Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 46 county Wildlife Trusts throughout the UK and are supported by over 18,500 members.  The Trust owns or manages 45 nature reserves covering an area of over 1980 hectares. Our 140 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into four departments: Conservation Delivery, Engagement, Activism & Marketing, Finance, Fundraising & Resources, HR & Support Services. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers and administration.  In addition, we have the trading company which looks after the trading side of our business. This includes a café at The Wolseley Centre, charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  We are welcoming. One of the core values of Staffordshire Wildlife Trust is that we nurture a culture of equality, inclusivity and diversity.  We are welcoming to those underrepresented in our communities and we strive to listen learn and share from each other.  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>  Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Job Purpose: |
| To work as a part of a team to manage our front desk, greet visitors and deliver a welcoming first point of contact for Staffordshire Wildlife Trust, 7 days a week. |

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| Responsibilities: |
| We are looking someone who can work as a team to manage our front desk, greet visitors and deliver a welcoming first point of contact for Staffordshire Wildlife Trust, 7 days a week, so flexibility is key.  You will be somebody who creates a welcoming environment for all our visitors – be that members of the public, office visitors and members. You will communicate knowledgeably about our work and encourage visitors to make donations that support our work at The Wolseley Centre, or signpost them to other ways to get involved.  You will be confident, assertive and outgoing – you will understand the breadth of the role and be willing to undertake any duties that keep ‘front of house’ working efficiently, this may include leaving the front desk to check on visitor facilities, stocking up the retail areas or set-up for conferences.  You should be able to demonstrate that you have excellent people skills and emotional intelligence. You will be a confident communicator, friendly and professional.  You will be effective at managing your time and multiple priorities and adapt when the situation requires flexibility.  You must be comfortable using digital tools and IT to access and manage systems, we strive for a paper free operation to reduce clutter and increase efficiency.  **What you will deliver:**  You will be the face of Staffordshire Wildlife Trust, often being the first point of contact for our Charity and Visitor Centre. You will act as an ambassador for our work  You will ensure a smooth visitor experience, signposting to events, facilities and troubleshooting. This will include opening the centre and closing daily, as well as locking the car park gates at the end of the day. You will be familiar with the site, and able to direct visitors – and at times when the site is experiencing flooding - close off visitor gates to keep our visitors safe.  Interact with varied audiences – this may be families, young children, older people, dog walkers, wildlife enthusiasts, office visitors and delivery drivers – all of whom require slightly different communications.  You will oversee our small retail area and support our out-posted retail operations (charity shops) by providing them with new goods to add to the donated stock. You will be responsible for ordering new stock and selecting new products to sell that fit within our brand and sustainability ethos. You will handle cash and card payments and take sales via our till.  You will also be the central hub for information and signposting to relevant staff within the organisation – you will need to be comfortable talking about fundraising and taking donations  You will answer the phones, general email enquiries, as well as dealing with deliveries and the daily post in and out.  You will oversee the conference bookings, ensuring the diary is up to date, scheduling bookings and answering customer enquiries.  You won’t be chained to the desk, you will ensure the immediate visitor areas around the building - the patios, car parking, tramper shed and reception areas are in good order. You will need to spend time in the stockroom, occasionally out on site and in the conference room.  Support the development of a volunteer team, by providing mentorship and training so that we build a community of welcoming volunteers.  Key Tasks   1. All Front of House duties including meeting and greeting customers, answering telephone calls, responding to emails, taking payments. 2. Responsible for assisting with all stock ordering, transfers, setting up on system and regular stock checks 3. Respond to all conference requests including bookings, payments, servicing the conference, liaising with catering re requirements 4. Ensuring the smooth running of Visitor services and ensure a clean and functional visitor welcome inside and outside the centre 5. Assisting with managing the reception volunteer team, supporting and training them and setting tasks suitable for their skills. |

Person Specification Job Title: Reception Services Team Assistant sessional

| Criteria | Essential | Desirable | Assessment Method \* |
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| Experience | | | |
| Working in a customer facing role, and dealing with visitors | E |  | AF/I |
| Working alongside volunteers as well as supporting staff outside of own team |  | D | I |
| Experience of developing and maintaining strong relationships internally and externally | E |  | AF/I |
| Experience managing a switchboard and call handling | E |  | AF/I |
| Experience of computer systems e.g. Xledger and Cybertill or willing to train |  | D | I |
| Proven customer care or supporter stewardship experience |  | D | I |
| Experience of working in the charity sector and/or fundraising |  | D | I |
| Experience of working in a hospitality or retail an advantage | E |  | AF/I |
| Experience of stock control/leading stock checks | E |  | AF/I |
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| Additional Requirements | | | |
| Proven time management and ability to manage peak demands and quiet times | E |  | AF/I |
| Excellent organisation skills | E |  | AF/I |
| Ability to coordinate multiple diaries and managing bookings | E |  | AF/I |
| Strict Confidentiality needed and role will be subject to a basic DBS check | E |  | AF/I |
| Exemplary written and verbal communication skills, and the ability to communicate with a variety of audiences | E |  | AF/I |
| A basic understanding of conservation/grounds management for visitors or public gardens |  | D | I |
| Flexibility to work across the whole week, including bank holidays and weekends | E |  | AF/I |
| Excellent IT skills | E |  | AF/I |
| Use our federated network, and the experience and learning of other Wildlife Trusts to evolve and adapt our practices. |  | D | I |
| The roles do require manual handling, such as moving furniture for conferences, handling new goods and deliveries and moving bird food sacks up to 25kg | E |  | I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation