



## **JOB DESCRIPTION for VISITOR CENTRE OFFICER**

### **RESPONSIBLE TO**

Centre Manager

### **AIM OF THE JOB**

To ensure all visitors have an enjoyable and informative visit whilst ensuring the visitor centre is presented in a professional manner at all times.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### ***Visitor Centre***

- Meet and greet visitors in a pleasant and welcoming manner
- Provide informative guided tours of the working farm utilising volunteers where possible
- Work with the Cook to ensure the café is set up appropriately and in time to open and provide assistance with end of day procedures to include cashing up and cleaning down
- Assist the Senior Centre Promotions Officer and Centre Manager with the planning and organisation of a range of events in order to raise World Horse Welfare's profile and generate income
- Deal with general enquiries relating to the hiring and use of the visitor centre's facilities (indoor school and conference room) and all subsequent liaison and co-ordination of bookings to ensure all facilities and arrangements are as required by the event organiser
- Assist the Senior Centre Promotions Officer to co-ordinate the events diary and ensure that volunteers are organised to work as required
- Work with the Senior Centre Promotions Officer and Communications department to ensure promotional and display materials are current and accurate
- Actively encourage visitors to support the charity by signing up to memberships and other charity products
- Increase the charity's supporter database through visitor data collection
- Ensure all merchandise is presented professionally
- Working closely with the Senior Centre Promotions Officer ensure there is adequate merchandise in stock
- As directed by the Senior Centre Promotions Officer undertake stock-take of all merchandise
- Ensure all required administration and paperwork is received by Head Office as directed.

#### ***Volunteers***

- Assist the Senior Centre Promotions Officer with the recruitment, induction, training of volunteers
- Report any volunteer issues to the Senior Centre Promotions Officer and the Head of HR for resolution.

**Finance**

- Ensure all banking is done weekly
- Comply with the charity’s cash handling policy
- Ensure the Senior Centre Promotions Officer has all invoices for approval within 7 days of receipt
- Ensure all staff time sheets are signed off and submitted to the finance team in time for payroll processing on or before the required date each month.

**OTHER DUTIES AND RESPONSIBILITIES**

- As required, to prepare the facilities appropriately prior to use ensuring correct signage is in place
- Liaise with the Centre Manager to ensure the Centre is fit for purpose and meets event requirements
- Undertake other job-related tasks as directed by the Senior Centre Promotions Officer and Centre Manager.

**HEALTH & SAFETY**

- Comply with the policies of World Horse Welfare to ensure that risks within the working environment are reduced as low as reasonably practicable.
- Raise any health and safety concerns with the Senior Centre Promotions Officer, Centre Manager or the Health & Safety Advisor.

**PERSON SPECIFICATION**

Essential	Desirable
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Working within a customer service environment</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Hygiene</li> <li>• Data inputting</li> <li>• Events</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal and people skills</li> <li>• Excellent oral and written communication skills</li> <li>• Confidence to approach and engage with VIP visitors to include Royalty and celebrities</li> <li>• Highly organised, the ability to plan ahead</li> <li>• Dealing with customer feedback in a calm and professional manner</li> <li>• Ability to work as part of a team and on your own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to prepare and cook a range of food</li> <li>• Operational knowledge of till systems/cash handling</li> <li>• Handling equines</li> </ul>

<ul style="list-style-type: none"><li>• Computer literate – proficient using Microsoft Windows/Excel</li><li>• Full driving licence</li></ul>	
<p><b>Personal qualities</b></p> <ul style="list-style-type: none"><li>• Personable, approachable, with the ability to deal with people at all levels</li><li>• Self-motivated, able to adapt to change and take a flexible approach to workload and hours, which may involve working evenings, weekends and Bank Holidays</li><li>• Ability to prioritise workload and to work to deadlines</li><li>• Professional and presentable appearance</li><li>• Flexible approach to work with ability to ‘think on your feet’</li><li>• Be trustworthy and reliable</li><li>• Interest and empathy with the aims, activities and pragmatic welfare approach of the charity</li></ul>	