

# Job Description

**Job Title:** Visitor Experience Assistant

**Department:** Natural Environment Department

**Grade:** Grade B

**Location:** Epping Forest

**Responsible to:** Visitor Centres Manager

**Responsible for:** No direct reports but will oversee the work of casual staff, volunteers and contractors.

## Appointed Candidates Signature:

*Please sign and date here upon receiving your offer of employment*

**I confirm I have read the Job Description below:**

Full Name: .....

Signature ..... Date: .....

## Purpose of Post

- To contribute to the promotion of Epping Forest as a unique open space for the recreation and enjoyment of the public.
- To provide an effective visitor service for the Epping Forest Visitor Centre at Chingford, Queen Elizabeth's Hunting Lodge and the Temple in Wanstead Park, offering the highest quality customer service and encouraging repeat visits.
- Support with the delivery of events and activities. Provide retail services, information and interpretation about the Forest, its environmental value and its historic sites and buildings.

## Main Duties & Responsibilities

1. Assist the public in their enjoyment and understanding of Epping Forest and contribute to a welcoming and effective visitor experience.
2. Provide the public attending the visitor centres and venues with clear, current, useful information and visitor resources. Deal appropriately with complaints, concerns and defect reports from members of the public and where necessary pass on information to line managers or other Epping Forest staff.
3. Ensure front of house operations in visitor centres are clean, presentable and welcoming. Assist with the distribution of activities, information and publicity materials and maintain high quality and relevant information points.
4. Promote the retail products in visitor centres, ensuring good product knowledge and actively feed back customer opinions and trends.

5. Support the retail functions of our sites, including taking payments for goods and services, ordering and displaying goods, stocktaking and associated financial processes.
6. Handle payments in accordance with the City of London financial requirements, undertaking daily reconciliation on the till, keeping accurate records and occasionally assist with monthly banking.
7. Respond to customer comments and enquiries, received in person, by telephone and via electronic communications, ensuring that visitors receive excellent and accurate customer service and information at all times.
8. To open our visitor attractions to the public, responsible for the security, maintenance, cleaning, health & safety and day-to-day operation of the site.
9. Lead on tours, activities, talks and events to promote understating of the heritage and other aspects of the Forest, including individual and group visits, providing relevant information, introductions and tours appropriate to the needs, requirements and interests of the customers.
10. To support the events programme, including contribution towards development, administration, production of publicity, delivery and evaluation.
11. To assist with exhibition displays, hanging of artwork, production of publicity, and promotion of exhibitions in the galleries at the Visitor Centre.
12. Undertake light cleaning as required.
13. Adhere to the health and safety and security of buildings by following procedures and undertake checks, risk assessments and drills.
14. Ensure the safety and wellbeing of all users of our sites by undertaking first aid, fire safety, safeguarding, customer service and other relevant training and disseminating this to other members of the workforce.
15. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
16. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
17. To undertake any other duties that may reasonably be requested appropriate to the grade.

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# Person Specification

**Job Title:** Visitor Experience Assistant

**Department:** Environment Department, Natural Environment Division, Epping Forest

**Grade:** B

**Trent Position number:**

**DBS Criterion:** No DBS

**Security Vetting Criterion:** No security vetting is required

**Politically Restricted Post Criterion:** This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

## Professional Qualifications / Relevant Education & Training

1. Excellent spoken ability and confidence
2. Able to communicate clearly with a diverse public and able to lead public talks and tours
3. Good levels of numeracy and literacy, minimum GCSE Grade C or above.
4. Further study or demonstrable knowledge of heritage and / or environmental studies desirable.

## Experience Required

1. Can demonstrate knowledge and enthusiasm for Epping Forest, its environment or heritage, or for another Open Space or Heritage Attraction. (I)
2. Previous experience of dealing with customers in a retail, public or other context requiring pro-active, friendly and communicative face-to-face interaction, being able to listen and convey information accurately and concisely. (I, T)
3. Confident handling financial transactions including cash, till, credit card systems and financial records to ensure speedy customer transactions and accurate financial data on a day to day basis. (I, T)
4. Experience of supporting events or similar in a customer service role in a busy environment.(A)
5. Able to demonstrate pro-active polite, courteous, friendly and confident customer care on both busy days and quieter off-peak opening. (I, T)
6. Experience of operating calmly and flexibly dealing with difficult customers or situations. (A)
7. Experience and ability of working independently without supervision, self motivated and committed. You are a person who 'likes to keep busy': good at noticing what needs doing and taking responsibility for hands on operation of our visitor centres.(A, I)
8. Punctual with good attention to detail and an eye for high quality visual display (I ,T)

## Technical Skills & Knowledge

1. You will need competent computer and office standard keyboard skill.
2. Knowledge of software including, Microsoft Office suite and EPOS systems.
3. Ability to drive and car owner desirable

## Other Relevant Information

*(e.g. working hours if applicable)*

1. Working hours are on a rota shift pattern with annualised hours requiring longer working days in Summer and shorter days in Winter. Regular weekend working is required.
2. Willing to cover additional hours outside rostered hours where possible including evenings and weekends for events.
3. Willing to undertake appropriate training, attend meetings and provide cover on additional hours outside rostered hours.
4. Reasonable level of physical ability to handle stock, carry boxes, equipment, set out furniture for hirers, (chairs, tables) hang exhibitions etc.
5. Enthusiasm and interest in nature conservation and the environment would be of benefit.

## Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***



# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Contract**

The position is offered on a permanent basis.

## **Salary**

The salary range for this job is £28,430 - £31,490 inclusive of London Weighting (Actual salary £5,279 - £5,848). This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Pension**

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

**The current employer contribution rate for the City of London is 21%.**

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Hours of Work**

Normal hours of work are 7 hours (Summer) 6 hours (Winter) per week excluding lunch breaks, Saturday or Sunday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.



## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 43 hours annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

## **Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

## **Notice Period**

1 month by either party after satisfactory completion of probationary period.

## **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

## **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

## **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.



Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

### **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.