



Almond Valley Heritage Trust  
**Visitor Services Assistant Full Time**  
Job Reference: VSAFT-01-2024

Thank you for enquiring about the post of Visitor Services Assistant with Almond Valley. This is a seasonal full time pensionable appointment. The successful candidate will be expected to work weekends and public holidays. Closing date for the post is Midnight Wednesday 14<sup>th</sup> February 2024. Interviews for the post will be taking place week commencing 26<sup>th</sup> February 2024.

## POST DETAILS

Salary	National Living Wage (this is currently under review)
Location	Almond Valley Heritage Centre
Manager	Lisa Daniels
Contract	Seasonal
Working Hours	40 hours week. Working a shift pattern of 5 out of 7 days including weekends and public holidays. Work hours are usually between 9:00 to 17:00.
Start Date	25 <sup>th</sup> March 2024

## OVERVIEW OF THE POST

As a key support to the Senior Visitor Services Assistant, the visitor services assistant maximises our visitors enjoyment of Almond Valley Heritage Centre by maintaining excellent standards of service. Ensuring the smooth and safe operations in admissions, house management and events activities making Almond Valley Heritage Centre the best possible place to visit and work. Due to the nature of this post the successful candidate will need to be over the age of 18 years old.

## INFORMATION ABOUT TEAM

You will form part of the Visitor Operations Team, lead by the Operations Manager. The small dedicated team is made up of permanent and seasonal team members who contribute to the overall visitor experience.

## SCOPE OF DUTIES

### Key Responsibilities, Duties and Objectives

#### Visitor Care

- Welcoming visitors to the site and processing their admission/retail purchases in a friendly, efficient and knowledgeable manner.
- Welcoming visitors with specific needs/impairments and providing a high level of service in accordance with the Equality Act.
- Welcoming large groups in an efficient and warm manner.

- Answering visitors' queries about the site face to face and over the telephone.
- Housekeeping duties.
- Site Patrol and working along side the Tidy Team when required for tasks including toilet checks and litter picking.
- Assisting with rides, and being a train guard on the narrow gauge railway ride.
- Working alongside the team at special events.

### Site and Personal Presentation

- The general ongoing operational cleaning of areas as necessary, sweeping, dusting and polishing where required.
- Ensuring that the front of house is ready to open and welcome visitors by the set opening time.
- Wearing the correct uniform, name badge, or PPE where required.
- Report all instances of damage and wear and tear issues promptly to the Senior Visitor Services Assistant.
- Work in harmony with all other departments.

### Financial Responsibilities

- To adhere to all financial procedures to include till operation and safeguarding of monies.
- Actively up sell memberships to facilitate the visitors enjoyment.

### Health and Safety

- To ensure site meets with Health and Safety legislation in liaison with the Senior Visitor Services Assistant and Operations Manager.
- To ensure that visitors vacate the site at close of business and that the front of house is secured at end of day.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.

### General

- To provide a visitor focused service at all times ensuring that all work is completed to the highest standards.
- Represent the Almond Valley at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Such other reasonable duties as and when required by your Line Manager.
- The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.

## ABOUT YOU

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> <li>• Previous experience in a customer facing role</li> <li>• Experience of working unsupervised</li> </ul>	
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to prioritise tasks and</li> </ul>	<ul style="list-style-type: none"> <li>• Support, encourage and</li> </ul>

	duties <ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Willingness to take on jobs to balance the team workload</li> <li>• Ability to to act as train guard for the narrow gauge railway</li> </ul>	motivate others
Personal Qualities	<ul style="list-style-type: none"> <li>• Have a keen eye for detail</li> <li>• Maintain excellent time-keeping and attendance.</li> <li>• Be professional at all times.</li> <li>• Good interpersonal skills, able to work as part of a team, able to work independently</li> </ul>	<ul style="list-style-type: none"> <li>• Hard working with the ability to cope with physical work</li> </ul>

### How to apply for this post

You can apply on-line by visiting our website at [www.almondvalley.co.uk/about-us/jobs/](http://www.almondvalley.co.uk/about-us/jobs/). Please note that when applying online, we will only be able to see your application once you submit it.

Alternatively your completed application form can be sent by email to [jobs@almondvalley.co.uk](mailto:jobs@almondvalley.co.uk) or by post to Human Resources, Almond Valley Heritage Centre, Millfield, Livingston, West Lothian, EH54 7AR to arrive by 14<sup>th</sup> February.

For further details on this post contact HR on telephone number 01506 414957 or by email [jobs@almondvalley.co.uk](mailto:jobs@almondvalley.co.uk)

To assist in your application, please take time to read the guidance notes and the Why choose us section on our website