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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Relief Visitor Centre Assistant

**SALARY**: £9.07 per hour plus weekend enhancements where applicable

**LOCATION:** Ben Nevis Visitor Centre, Glen Nevis, Fort William

**RESPONSIBLE TO:** Facilities Manager

**JOB PURPOSE:** To welcome visitors to the centre, providing them with appropriate information about the Glen, Ben and other attractions in Lochaber. In addition to this you will help run the small shop

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

* To assist the Centre Supervisor in the provision of a welcoming and friendly visitor reception.
* To assist the Centre Supervisorin the provision of information relating to visiting Glen Nevis.
* To assist in ensuring the Centre is open and securely closed at the appropriate times.
* To assist with the running of the retail operation – sale, stock replenishing, stock take etc.
* To assist with cashing up at the end of each day, banking of income and keeping financial records.
* To monitor and record visitors use of the Centre, toilets and grounds.
* To assist with the facilitation of pre- booked group visits from schools and other organisations.
* To complete basis paperwork involved in the administration of the Centre, office and stock.
* To answer telephone enquiries and deal with them appropriately.
* To assist with ensuring the security and safety of the public and private areas of the centre and grounds, in liaison with all other staff.
* Undertake cleaning duties as required ensuring a high standard of cleanliness within the centre, toilets and grounds

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** April 2019

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Relief Visitor Centre Assistant

**LOCATION:** Ben Nevis Visitor Centre, Glen Nevis, Fort William

**ESSENTIAL ATTRIBUTES**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

**EDUCATION AND QUALIFICATIONS**

A good level of general numeracy and literacy sufficient to be able to carry out preparations of orders, till procedures, cash handling and take bookings

**SKILLS/ATTRIBUTES GENERAL**

Must be able to work independently and as part of a team. Must be honest, reliable and have excellent customer care skills

**SKILLS/ABILITIES SPECIFIC TO THE POST**

A good local knowledge of Ben Nevis, Glen Nevis and the surrounding countryside and have previous experience of working with the public within a service orientated environment

**INTERPERSONAL AND SOCIAL SKILLS**

Present a cheerful, friendly and outgoing manner to be able to effectively assist members of the public – from all walks of life and from varied backgrounds including the very young, the disabled and the elderly.