

Birmingham Botanical Gardens

Role Title	Receptionist (p/time)Seasonal
Team	Reception
Reports to	Marketing Manager
Date Issued/Revised	January 2020

INTRODUCTION

Birmingham Botanical Gardens is an independent educational charity aiming to offer world class environmental education in a green environment to audiences in all sectors of the community.

The role of Receptionist Administrator as the first point of visitor contact is central to the Gardens' aim of providing the highest possible level of customer service and satisfaction.

ROLE

Support the Reception Team in all visitor and sales operations carried out at the Visitor Reception.

Assist the Reception Team in the provision of wider administration support for the Chief Executive, Management Team and Trustees.

Supervise volunteers working within area of responsibility when required to do so by the Reception Team.

Undertake all visitor and sales operations carried out at the Visitor Reception, including greeting visitors in a cheerful, courteous and effective manner.

Deliver accountabilities in a way which enables a high level of customer service and administrative support.

Act as an ambassador for the Gardens and a role model for the Visitor Reception team, behaving in a way which delivers the highest level of customer service and satisfaction.

PRINCIPAL ACCOUNTABILITIES:

Core accountabilities and specific tasks

Greet and welcome visitors, promoting and selling day and event tickets, membership and Gift Aid. Provide information and appropriate literature about the Gardens and the various activities, including maps and give directions to customers. Manage any queues, car parking issues, complaints and the Gardens entry rules and regulations in a sensitive and effective way. Seek customer feedback.

Answer telephone calls, messages and queries in a prompt and courteous manner, taking appropriate opportunity to promote visits, events, courses and membership.

Assist with the accurate collection and recording of all visitor payments including till programming, floats, maintenance, supplies, collection of entry fees, gift aid, event ticket sales and membership payments. Maintain up to date and accurate records of visitor attendance and membership. Issue membership cards.

Distribute staff and visitor information. Maintain good stocks of customer maps and interpretation and advertising material by photocopying or ordering where applicable for Garden activities, events and courses. Keep notice boards up to date. Ensure that all motorised scooters are always plugged in for charging and are in clean and working order and that all manual wheelchairs are clean and safe.

Assist the Reception Team and Enterprises Manager with the sale of Gardens' publications and products from Enterprises when required to do so including Gallery. Take payment for shop purchases.

Undertake word processing and photocopying, franking and collection of mail. Includes using the laser printer and laminator. Assist the Head Receptionist with the maintenance of office machinery and office supplies including franking machine, photocopier, laser printer, laminator and stationery cupboard, franking and collection of post from office area.

Maintain visitor reception area and signage, check public areas, including toilets for general maintenance, presentation and security, liaising with the Maintenance Manager as appropriate. Comply with applicable Health and Safety regulations at all times.

Open up in the morning, lock up and switch off lights in all areas open to the public at closing times.

When acting as Receptionist on duty, act as Fire Marshall for areas within responsibility in the event of an emergency, making appropriate announcements over the PA system and ensuring Visitor Reception staff know what to do. In the event of an emergency, check all areas are cleared of personnel and visitors.

Make sure that all first aid boxes are equipped, and know the First Aiders onsite. After any accident all references must be made in the accident book.

Liaise with external contacts such as Aramark Catering, Police, Fire Service, EHS, Birmingham City University, Birmingham City Council and others.

Other duties as and when required to meet the needs of the Gardens.

- Gallery video display and Tropical House soundtrack and using desk top publishing.
- *Study Centre (BMET) and Functions (Aramark)* – ensure educational visits and function records are up to date and everyone working on reception and other appropriate staff are aware of the details.
- *Group visits* – take group visit bookings and ensure they are known by all appropriate staff, including liaising with the gardeners. Ensure sufficient stock of packs and records and receipts are up to date, send out information and deal with incoming mail and vouchers. Help greet

groups. Responsible for Group Visits Database. Ensure all the work undertaken by the Visitor Reception for Group bookings is completed on time and effectively

PERSON SPECIFICATION:

Good interpersonal and communication skills to interface effectively with customers, internal and external contacts.

Able to work as part of a team.

Flexible, to cover shifts and duties when the Head of Reception and/or other receptionists are on holiday or unavailable.

Appropriate experience and supervisory skills.

Training in customer service and supervision of volunteers will be given.

Degree of supervision

Works within the directives of Marketing Manger.

Daily financial and statistical reporting of cash receipts and visitor and membership statistics to Head Receptionist and Financial Administrator.

Contacts

Visitors to Gardens.

Chief Executive, all site staff at Gardens including Accountant, Group Visit Co-ordinator.

Suppliers and sub contractors – Aramark, all contractors working within areas of responsibility, external agencies including Police, Fire, Ambulance, Birmingham City Council, Edgbaston High School, Birmingham City University.

Working conditions and areas

Gardens Entrance, Reception, Toilets, Office, Gallery, Glasshouses.

Keyholder, also responsible for key distribution to and return from external contractors, event organisers and room hire clients.

Pace of work often demanding.

Some unsocial hours and weekend working as required.

OTHER INFORMATION

Dress Code for Reception Duties

Black top and black trousers.

Hours

16 hours per week on average weekend and summer evenings on a rota and flexible working to ensure Reception and Administration cover is provided at the Gardens at all times during opening and working hours. Earlier start and later finish time on Event Days and Evenings.

The reception area is staffed on a rota basis which includes weekdays, weekends and bank holidays. In the summer, the Gardens are open to 7pm, . All receptionists must be on the premises at least ten minutes before opening

Pay

As agreed paid monthly by credit transfer. Saturday and Sunday work is paid at normal hourly rate.

Criminal Record Bureau Check

A Criminal Record Bureau Check is compulsory for this post.

Signed

Date

Sbscommonhumanresourcesjobdescriptionsreceptionreceptionistparttimejobdescription19.11.10