



Job Title:	General Assistant
Grade:	6
Location:	Cheddar
Department:	Cheddar
Reports to:	Assistant Operations Manager

Job Summary

Cheddar Gorge is a world-famous site is an area of outstanding natural beauty and is an international center for caving and rock climbing. As one of the UK's most spectacular natural locations, it has seven separate attractions where visitors can step 500-million years back in time - as well as deep underground.

To ensure that guests have an enjoyable and safe time whilst visiting Cheddar Gorge and Caves. This is achieved through effective communication and teamwork. To be the first point of contact when guest arrive and correctly inform them of the activities on offer. At all times this role is key to ensuring that the site is clean and safe for guests, visitors, and colleagues.

The work is varied with elements of routine and reactivity. Where possible the requirements of the role are pre-determined however there is a requirement to be flexible to a changing environment.

The candidate would need to be willing to learn about the local geology, history, Flora and Fauna.

Be prepared to work throughout all the 3 operational departments at Cheddar including operations, retail (Gift Shop), Food & Beverage (Café).

Key Responsibilities

- To provide the highest standards of welcome to all guests and visitors.
- To ensure the highest standards of presentation and cleanliness throughout the premises.
- To have a good knowledge of Cheddar Gorge and Caves, its attractions and history.
- To provide guided tours and interpretation in the Caves and the Museum including fire lighting and flint knapping.
- Assisting with delivery of themed events throughout the year
- To maintain good communications and relations with colleagues, visitors and the general public.
- To provide at all times the highest standard of service to customers in a polite, courteous and helpful manner.
- To understand and have the ability deliver food service safety compliance to the requirements of the Longleat food corporate policy.
- To ensure service work areas are kept in a clean and hygienic condition in line with internal policy, including cleaning and clearing tables.
- To provide the highest standard of service of all food and beverage items
- To assist with the rotation of stock, reporting any short dated lines to the retail office.
- To operate the tills and be responsible for the security and accounting of all moneys handled during transactions in line with the cash handling procedure.

- To enhance revenue through up-selling and cross-selling, assisting customers with product selection.
- Be knowledgeable about all products sold, advising customers, and answering queries
- Drive sales by ensuring the replenishment of stock.
- To undertake such training and attend relevant courses as and when required to ensure skills and competencies are always kept to the highest standard
- To maintain and ensure all work areas are kept in a neat and tidy manner.

General

- To act as a brand ambassador, ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company 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.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- 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.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- Experience of providing tours or sharing verbal information to groups of people
- Experience of communicating with the general public.
- Knowledge of pre – history, geology, Victorian history
- Experience of till operation

Desirable

- First Aid at Work

The Ideal Candidate – Key Competencies

Essential

- Self-motivated with excellent customer service skills
- Excellent written and verbal communication skills
- Able to work outside in all weathers
- Excellent interpersonal skills
- Ability to work on own initiative

Desirable