



## **RAVENGLASS & ESKDALE RAILWAY**

### **VISITOR SERVICES ASSISTANT (FIXED TERM/SEASONAL)**

#### **About the Job**

We are seeking a customer focused and versatile individual to join our team at the Railway. You will provide a welcoming and efficient greeting for customers and visitors, dealing efficiently with their enquiries and ensuring outstanding customer service at all times.

**Fixed Term/Seasonal Position:** running between March and October with the potential to extend over our Christmas period.

**Multiple positions available:** multiple roles with varying hours per week are available, which include weekend and Bank Holiday working.

**Remuneration:** Minimum wage rate per hour.

**Uniform:** Please note some uniform will be provided but our visitor services staff are required to provide and wear black shoes and trousers.

#### **About Ravenglass & Eskdale Railway**

The Ravenglass & Eskdale Railway is one of a group of privately owned companies whose central office is located in Kendal, Cumbria. The Ravenglass & Eskdale Railway operates a 15' narrow gauge steam railway running from Ravenglass seven miles through the Eskdale Valley to Dalegarth. It started life in 1875 as a 3' gauge railway for the carriage of iron ore and re-gauged in 1915 to 15". At the present time the operation stock of engines comprise 6 steam and 4 diesel locomotives. The Railway is one of the major tourist attractions in Cumbria, carrying over 100,000 passengers and with a turnover of nearly £2M per annum. The Railway is assisted in its day to day operation by the Ravenglass & Eskdale Railway Preservation Society, many members of which volunteer for a wide range of duties.

#### **About the Role**

Key responsibilities will be, but are not limited to:

- To provide consistently high standards of visitor care at all times when welcoming visitors to the site; providing tours when relevant; processing retail sales; answering visitor queries and providing information about the site and local area.
- To be proactive in the selling of merchandise and the promotion of events to achieve targets and increase spend per head.
- To keep up to date with and have a sound knowledge of the site, highlighting past present and future events to ensure consistently excellent product knowledge.
- To provide the highest possible standards of presentation ensuring all displays, fixtures, fittings and premises are maintained to a high standard of cleanliness.
- Ensure the security and safety of visitors, staff, volunteers, the premises, stock and cash at all times.
- To respond to complaints; listen to feedback from our visitors and ensure that it is used positively to influence and develop the organisation and its activities.
- To assist in the delivery of events on and off site including set up, stewarding and breakdown.
- To work as part of a wider team across the Railway to deliver organisational objectives.
- To take responsibility for your own personal development and to share your learning with others.
- To undertake any training identified in order to maintain/enhance the service to visitors. To be an advocate for The Ravenglass and Eskdale Railway and to promote the aims of the organisation.

- To uphold and comply with the organisations Policies and the Law in relation to Health & Safety, Financial Regulations, Equal Opportunities, Data Protection and other adopted Policies and Procedures required for the smooth and effective operation of the organisation.
- To undertake other duties and responsibilities commensurate with the status of the post as may be required from time to time.

**Reporting**

The position reports to the Visitor Services Supervisor.

**Person Specification**

We are looking for someone who has a genuine passion for customer service and enjoys working as part of a team. You will have excellent communication skills and the ability to manage customer expectations efficiently, be flexible, focused, self-motivated and be effective at time management and organisation. Some weekend and public holiday working will be required.

**Leave Entitlement**

28 working days (pro rata) per annum inclusive of bank holidays

**Benefits**

A series of staff discounts and benefits are available across our group of businesses.