

<b>REPORTING TO:</b>	<b>Operations Manager</b>
<b>LOCATION:</b>	<b>Whitchurch Silk Mill</b>
<b>HOURS:</b>	<b>As required – USUALLY 11.30 – 2.30PM</b>
<b>DAYS:</b>	<b>As required – MAINLY WEEKDAYS</b>

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## **KEY ACCOUNTABILITIES**

As a Mill Host, you will play a vital role in the achievement of the Whitchurch Silk Mill Trust's vision for the Mill to be a thriving living museum which weaves silk and delights all who visit. You will ensure all our visitors have a great experience in line with our vision to

- ensure all our visitors and customers are delighted
- the Mill and its heritage are safeguarded and well cared for
- that each and every member of the Mill Team is cared for and supported

## **KEY RESPONSIBILITIES:**

### **Visitor Welcome & Retail and Catering Operations**

- deliver a warm welcome and exemplary customer care
- process admission charges, sales and gift aid and initiate visitor experience
- sell stock and operate shop, ensuring availability of goods, high standards of visual merchandising, checking and recording deliveries of stock and supplies and making products for sale
- deliver exceptional service and day to day operation of the café, including till operation, table and counter service, presentation, food and beverage preparation, portering, kitchen tasks and general cleaning
- promoting events, offers and the benefits of a visit to and the services of the Mill
- participate in routine administrative tasks, dealing with enquiries
- follow and comply with set processes for cash handling and till operation

### **Premises/Contents**

- present the Welcome Building to agreed standards so that visitors enjoy a comfortable and welcoming environment
- undertake general housekeeping to maintain excellent presentation
- opening / closing the Welcome Building each day according to the rota
- ensuring contents and premises are secure by patrolling the site and stewarding events as required
- helping to evacuate the building in the event of an emergency
- ensuring reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work

## Events

- assisting with the set up and maintenance of events and exhibitions as required
- producing materials for exhibitions, family activities, education and outreach as necessary

## Other

- team player helping to create a great place for every member of the Mill Team to work in
- strive to be efficient and cost effective in all the work you do, stock you prepare and services you provide

## Corporate & statutory initiatives

You must understand and comply with all Whitchurch Silk Mill procedures and policies and follow Trust policies in the Team handbook. With a small, flexible workforce there may be the need to redeploy staff as needs require for operational effectiveness.

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The successful candidate will have the following:

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
literate and numerate	✓	
First aider and / or Food Hygiene		✓
Welcome host / welcome all		✓
<b>Experience</b>		
relevant experience in a face to face customer service role		✓
good team player	✓	
flexible and adaptable	✓	
<b>Skills</b>		
first-rate customer service skills are a must	✓	
good communication skills, a professional manner	✓	
capable of working on your own initiative as well as a real team player	✓	
familiarity with till and stock control systems and procedures		✓
well organised and able to maintain routine administrative, operational and financial systems including handling of cash	✓	
attentive to detail	✓	
willing to work weekends, evenings and flexibly	✓	

## Additional Information

We are open 6 days a week and as such flexibility is required regarding working hours. Saturday, Sunday and Bank Holiday working, occasional evening working and flexibility to cover holiday, absence and peak times.