

Receptionist

Job description and specification

Marwell Wildlife is dedicated to the conservation of wildlife and other natural resources.

As a charity, we are action oriented and at the forefront of conservation work around the world, working in partnership with communities, statutory agencies and other non-governmental organisations.

We engage with over 35,000 children and young people through our conservation educational programmes, and welcome over 500,000 visitors each year to our 140 acre zoological park. In every contact we seek to encourage understanding, and inspire care for the natural world.

| Role Profile part one – Role Requirements (Job Description) | |
|---|--|
| Job Title: | Receptionist |
| Grade/Salary: | Available on Request |
| Hours: | Available on Request |
| Location: | Marwell Wildlife |
| Reports to: | Assistant/Guest Services Manager |
| Role Purpose and Role Dimensions | To receive and welcome guests, assisting them with enquiries they have about Marwell Wildlife and the services we provide. To ensure a professional and personalised reception and switchboard service at all times. |
| Key Internal Contacts: | <ul style="list-style-type: none"> • Other members of the reception team. • Assistant/Guest Services Managers. • Guest Operations Director. • Director PA's. |
| Key External Contacts: | <ul style="list-style-type: none"> • Marwell Guests. • General Public. |
| Financial Dimensions: | <ul style="list-style-type: none"> • Communicating with our guest's accurate information regarding cost. • No cash handling required. |

| | |
|--|--|
| <p>Key Accountabilities and Result Areas</p> | <ul style="list-style-type: none"> • To have full current knowledge of all facilities and exhibits including special events taking place within Marwell Wildlife. • To operate switchboard in a professional and friendly manner to comply with the telephone answering procedure, ensuring calls are directed as required. • To ensure all work areas are clean and well maintained at all times. • To ensure all areas seen by guests are presented in line with departmental standards and fully stocked with guest information. • To ensure all equipment under your control is kept in good working order and is well maintained. • To report to the departmental manager any maintenance requirements in the department. • To ensure all outgoing post is accurately franked for the correct postage and is included in the outgoing post. • To ensure incoming post is sorted and handled in accordance with the post procedures stated in the department manual. • To provide administrative support as required. • To be responsible for managing the lost property system and ensure all items are stored correctly. • To order stationary supplies for all departments as requested and ensure supplies are stored and collected by those departments as required. • To welcome and liaise with guest and VIP's attending meetings at Marwell Wildlife, and process their arrival and departure. • To assist potential guests with enquiries or requests, providing accurate assistance and information which meets the guests' needs. • To order staff welfare supplies and record collection of these supplies by departments. • To support the team during emergency procedures and undertake tasks detailed in the departmental manual. • To undertake any other duties deemed reasonable by the Guest Services Manager and Assistant Guest Services Manager. |
| <p>Other Considerations:</p> | <ul style="list-style-type: none"> • Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives • Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required. |

Role Profile part two – Person Specification

| | |
|----------------------|---|
| Experience | <ul style="list-style-type: none"> • Customer service. • Working in a team. • Switchboard • Basic understanding of health and safety requirements. |
| Skills and Abilities | <ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Ability to work well in a team. • Organisation and time management. • Friendly and helpful telephone manner. • Accurate record taking. • Computer skills, including outlook, word, excel and internet explorer. • Work well under pressure. • Problem solving skills. |
| Other | <ul style="list-style-type: none"> • Full driving licence valid for the UK. |
| Living the values | <ul style="list-style-type: none"> • An understanding of the values and behaviour expected within this role. |
| Charitable outputs | <ul style="list-style-type: none"> • An understanding of how this role supports the delivery of our charitable outputs. |