



Receptionist

An exciting opportunity has arisen for a Receptionist to join our team working 14 hours per week, over 2 days. Working days would ideally be one of the following: Monday & Friday, Monday & Tuesday or Thursday & Friday but this can be discussed at interview.

Our Receptionists are responsible for receiving and welcoming guests and assisting them with enquiries they have about Marwell Wildlife and the services we provide. They also provide a professional and personalised reception and switchboard service, and are involved in a number of key operational processes that keep our zoo running smoothly each day.

The successful candidate must have previous customer service experience, excellent organisation and time management skills and a friendly and helpful telephone manner. Previous telephone switchboard experience would be advantageous but is not essential.

If you would like to join our unique and vibrant organisation and become part of our Marwell Family, please view the full candidate brief below and complete our application form.

Salary: £8,328.32 per annum

Closing Date: Midday 24 April 2024

Potential Interviews: 02 May 2024



Receptionist

Role Profile

Job Title: Receptionist

Salary: On application

Benefits: Pension at 5%, 13.5 days annual leave incl. Bank Holidays

Hours: 14 hours per week, over 2 days

Location: Marwell Wildlife

Reports to: PA to the Chief Executive

Management: None

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.

Financial Dimensions:

- Communicating accurate information regarding ticket prices, memberships, and other products (e.g. adoptions, special events etc)
- Very occasional cash handling may be required

Key Internal Contacts:

- Other members of the Reception team
- Exec Team and their PA
- Duty Managers (Oryx 100) and Duty Animal Managers (Oryx 20)

Key External Contacts:

- Zoo guests
- General public and enquirers
- Suppliers and trades enquiries
- Meeting visitors and interview candidates

The Role

We expect our Reception team to:

- have full current knowledge of our zoo facilities and exhibits including any special events taking place within Marwell Wildlife;
- operate our telephone switchboard in a professional and friendly manner, complying with our telephone answering procedure, and ensuring calls are directed as required;
- assist potential zoo guests with enquiries or requests, providing accurate assistance and information which meets the guests' needs;
- welcome and liaise with guests and VIPs attending meetings at Marwell Wildlife, and process their arrival and departure;
- ensure all outgoing post is accurately franked for the correct postage and is included in the outgoing post;
- ensure incoming post is sorted and handled in accordance with the post procedures stated in the department manual;
- order stationery supplies for all departments and teams as requested and ensure supplies are stored appropriately prior to collection by departments and teams;
- order staff welfare supplies (milk, tea, coffee, cleaning products etc) and record collection of these supplies by departments and teams;
- be responsible for managing the zoo's lost property system and ensure all items are stored, handled and potentially disposed of correctly, according to our policy;
- maintain and update the Reception intranet page, plus any other updates as directed by the Chief Executive's PA as required;
- support the whole zoo team during, and according to, our emergency procedures and undertake any related tasks as detailed in the department manual;
- ensure all equipment under your control is kept in good working order and is well maintained, and report to your line manager any maintenance requirements in your working space;
- ensure all areas seen by guests are presented to a high standard in line with departmental standards and fully stocked with guest information;
- ensure all work areas are clean and well maintained at all times;
- provide additional administrative support as required;
- undertake any other duties deemed reasonable by the PA to the Chief Executive;
- identify with and professionally represent Marwell Wildlife's Brand Values, mission and charitable objectives;
- adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.

The Candidate

Qualifications & Experience

Essential

- Previous customer service experience;
- Experience of working in a team;
- Experience of using Microsoft Office programs (Outlook, Word, Excel) or equivalent
- Basic understanding of health and safety requirements.

Desirable

- Telephone switchboard experience;
- Full driving licence valid for the UK (for occasional use of park buggies).

Attributes

- Excellent communication skills;
- Ability to work well in a team;
- Excellent organisation and time management skills;
- Friendly and helpful telephone manner;
- Accurate record taking;
- Ability to work well under pressure;
- Problem solving skills;
- An understanding of the values and behaviour expected within this role;
- An understanding of how this role supports the delivery of our charitable outputs.