

COGGES HERITAGE TRUST

JOB DESCRIPTION

Job title:	Visitor Experience Assistant
Hours of work:	37.5 hours per week
Salary:	£17,675
Reports to:	Head of Operations
Job purpose:	To assist in providing an excellent and safe experience for visitors and volunteers, to support the maintenance and presentation of the site to the highest standards and the care of Cogges' animals.

Key tasks

1. To act regularly as Duty Manager, including site set-up, presentation and safe operation.
2. To assist in ensuring high standards of site presentation.
3. To carry out basic maintenance tasks.
4. To coordinate and train volunteers and presentation of the Cogges site and to oversee maintenance projects and work, offering training in safe and appropriate use of equipment.
5. To support the delivery of a safe environment for visitors and volunteers. Including the day to day management of Health and Safety onsite
6. To interact with visitors to ensure that they have an excellent experience.
7. To carry out the feeding, cleaning, grooming and exercising of Cogges' animals to the required welfare standards.
8. To follow procedures for the health and safety of volunteers, staff and visitors in relation to animal contact.
9. To assist in the training and supervision of staff and volunteers in animal care.
10. To deputise, if necessary, for the Visitor Experience Assistant/Animal Technician in liaising with vets and external organisations in connection with the keeping of animals.
11. To complete any records required in connection with animal care.
12. To participate in the delivery of events.
13. To take reasonable care of the health, safety and welfare of self, other people and resources, in accordance with organisational policy and statutory requirements including the identification and management of risks, and the safeguarding of children and vulnerable adults.
14. To carry out any other occasional tasks that may be reasonably required, including public duties in support of customer service
15. It is anticipated that this role will include some evening and weekend working to meet the demands of the role and the needs of the organisation

Person Specification

Visitor Experience Assistant

- A passion for excellence in customer service
- Willingness to undertake a wide range of tasks
- A team player, friendly and approachable
- Able to work under own recognisance
- Basic maintenance skills
- A genuine interest in the care of animals, ideally experienced working with farm animals and small pets
- The post holder must be physically fit, in order to work throughout our buildings and grounds
- Familiar with Health & Safety regulations and COSHH desirable
- Able to build relationships with suppliers
- Working at Height certification is desirable
- Experienced operating garden machinery
- IT and till systems experience useful