

## Job Description

Visitor Attraction	Llandegfedd Lake (Monmouthshire)
Job Title	Visitor Attraction Receptionist
Rate Of Pay	Band 2 (£21,935 to £24,929)
Contract Type	Fixed term, 32 hours per week until September 2024
<p>Summary</p> <p>We seek a customer-focused receptionist to provide an efficient, professional front-of-house service at Llandegfedd Activity Centre. Principal duties include checking in customers for activities, handling enquiries and taking payments on the till as required. Llandegfedd Activity Centre is open 7 days a week from March to October and you will be expected to work occasional weekends and bank holidays during this period.</p>	
Who You'll Work With	<ul style="list-style-type: none"> <li>• Activity Centre Management Team</li> <li>• Activity Assistants and Instructors</li> <li>• Visitor Centre Staff</li> <li>• Rangers</li> <li>• Strategy Team</li> <li>• Customers</li> <li>• Local residents</li> <li>• School, youth and community groups</li> </ul>
Work Pattern	<p>Annualised hours contract averaging 32 hours per week. Working hours and days will be discussed at interview.</p> <p>You will be expected to work occasional weekends and bank holidays.</p>
<p>Benefits</p> <p>As well as a market competitive salary, 33 days annual leave (pro rata, including public holidays), we offer a range of employee benefits and rewards including:</p> <ul style="list-style-type: none"> <li>• Enhanced employer pension contributions – up to 11% employer contributions</li> <li>• Enhanced family friendly policies</li> <li>• Progression opportunities, including the ability to apply for funded training and coaching and mentoring programmes</li> <li>• Reduction on gym memberships and high street shopping</li> <li>• Cycle to work scheme</li> <li>• Free on-site parking at all our sites</li> <li>• 20% off all Welsh Water visitor attraction centres and gift shops</li> <li>• Health CashBack scheme</li> </ul>	

- An employee assistance programme for employees and their immediate family

Responsibilities include:

- Provide excellent customer service; meeting, greeting and helping every visitor gain the most from their visit.
- Work proactively as part of a team to set up and pack away on site facilities and provide assistance to all customers using equipment at the site.
- Ensure the safety of all persons on site, including employees, participants of land and water-based activities and members of the public. Follow company procedures for reporting incidents.
- Act as the first point of contact for all external bodies, visitors and members of the public attending the visitor attraction centre. Check in customers for activities, handle activity and booking enquiries and take payments on the till as required.
- Present a professional attitude and appearance at all times, maintaining an excellent level of customer service and water safety. Communicate in an enthusiastic, knowledgeable and helpful way to visitors, projecting a positive image for Welsh Water at all times.
- Support conservation, educational, public access and recreational activities, open days and events.
- Deal with all telephone enquiries and contacting externally and internally, transferring calls, taking messages, answering queries, for all aspects of site activities.
- Monitor, create, reschedule and cancel activity bookings.
- Assist in the organisation and administration of group bookings.
- Undertake any other duties as required to meet the needs of the business, including providing support to other departments (such as the café or Ranger team) when required.
- To carry out marketing/sales/engagement opportunities to promote the visitor attraction and Welsh Water Adventures in conjunction with Strategy Team.

Qualifications, Experience, Knowledge

Essential

- Experience in dealing with members of the public, working in front of house on reception or customer facing role previously
- Clerical/administration or public relation related qualifications
- Experience in making and receiving phone calls and enquiries, dealing with customers and members of the public on the phone
- Ability to make positive decisions and manage situation.
- Must be able demonstrate the ability to undertake tasks on your own within set timescales and also work within a team.
- Following health & safety procedures
- Enthusiastic about putting our customers first every day
- Excellent communication and interpersonal skills
- IT literate – we use a variety of computer systems which we will teach you
- Always honest and professional

Desirable

- Experience or knowledge of Welsh Water and the various departments, partners, activities and procedures etc.
- Ability to communicate effectively in Welsh

## How To Apply

Email the following to: [Llandegfedd.Jobs@dwrcymru.com](mailto:Llandegfedd.Jobs@dwrcymru.com) quoting job title in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.

Application Closing Date	12 March 2024
Interviews will take place week commencing:	tbc
If you have any queries about the role, please contact: <a href="mailto:Hannah.Trent@dwrcymru.com">Hannah.Trent@dwrcymru.com</a>	