

Job description

Retail and Admissions Supervisor.

Minimum of 20 hours per week. Potential of a full time position for the right candidate.

Hogshaw Farm & Wildlife Park is a visitor attraction situated in the Buckinghamshire countryside. Set in 44 acres, we have over 250 animals of rare breed livestock and European wildlife, as well as an abundance of birds of prey, reptiles and invertebrates. We pride ourselves on our excellent and friendly customer service, creating fun for all the family on a memorable day out to our park.

As a growing visitor attraction, this is an exciting opportunity for you, a forward thinking, individual to join our team and have a real imprint on the business. Working closely with the General Manager, you will be someone bursting with passion for what they do, looking for systems to improve admission efficiencies and opportunities for growth of sales in our shop. If this sounds like you, we want to hear from you.

Our Retail & Admissions Supervisor will need to:

- Have excellent presentation skills.
- Have experience working in a retail environment.
- Have an outgoing, charismatic and enthusiastic personality.
- Be a motivated individual who can work alone and as part of a team.
- Have a proven record with outstanding customer service.
- Have access to your own transport to commute to work given the rural setting of the business.

We expect our Retail & Admissions Supervisor to:

- Deliver first class customer service, building our guests experience and setting the standard for the expected level of customer service.
- The ability to multitask, your work will require you to make sales, admit our guests, answer the telephone and other administrative tasks as reasonably required.
- Manage Stock Levels in the shop and storeroom in accordance to budget and order business needs and ordering when required.
- Have an attention to detail, ensuring displays are engaging and aesthetically pleasing. As well as ensuring overall shop cleanliness, low- and high-level dusting and addressing bulb outages.
- Be trustworthy and reliable, as cash handling, cashing up procedures and stock handling will be part of your remit.

- In time and with training become fluent in our EPOS system, eventually becoming the lead on programming tickets and products to the website.
- Be on trend and creative, looking for opportunities to grow sales, add new products and ranges in line with company standards and branding.

We would love our Retail and Admissions Supervisor to also:

- Be flexible to your approach to work.
- Be able to work under pressure.
- Have excellent written English.
- Have excellent creative writing skills.
- Be computer-literate.
- Be confident with up-selling and promoting products and services.
- Be able to use own initiative.
- Have great organisational skills and communication skills.
- Be confident and competent in dealing with customer queries and complaints.
- Full driving license.

What you can expect from us:

- A family led work environment where your opinion matters.
- Competitive pay.
- Ongoing training and networking opportunities.
- Uniform.
- Discounts & Free tickets.
- Social events.

You've read this far, now send us your CV and a covering letter giving us up to 150 words as to why you feel you would be the perfect fit for our Retail & Admissions Supervisor.

Please send your CV and covering letter to
Chris Titley – General Manager
chris@hogshawfarm.co.uk