



HOGSHAW FARM & WILDLIFE PARK  
Claydon Road, Hogshaw,  
Buckinghamshire,  
MK18 3LA  
 01296 670444

## **Job Advertisement: Retail & Admissions Assistant**

**Location:** Hogshaw Farm and Wildlife Park MK18 3LA

**Salary:** £12.50

**Hours:** Minimum of 20hrs per week. Potential of a full-time position for the right candidate.

**About Us:** 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.

**Role Purpose:** 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 Operations 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 Assistant 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 Assistant to:**

- Deliver first class customer service, building our guests experience and setting the standard for the expected level of customer service.
- The ability to multi-task, 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 brief.
- Have an attention to detail, ensuring displays are engaging and aesthetically pleasing. With a core focus on shop cleanliness, low- and high-level dusting and ensuring well-presented and well stocked shelves.
- Be trustworthy and reliable, as cash handling, cashing up procedures and stock handling will be part of your remit.
- 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 Assistant to also:

- Be flexible to your approach to work, working weekends & bank holiday.
- Be able to work under pressure.
- Have excellent written & verbal 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.

### Why Join Us?

Join our small, dynamic team at a crucial stage of our development where you have the opportunity to actively contribute to the commercial and operational success of the business. With this exciting role you will also benefit from:

- Free or subsidised meals on duty
- Discounts in our retail & catering outlets
- Free & discounted admission tickets
- Twice yearly staff social events
- Working in a family run business, where work-life balance is understood and supported.
- Training and development opportunities

**Apply Now:** If you are a proactive, detail-oriented, and enthusiastic individual with a creative eye and a passion for nature, we want to hear from you! To apply, please send your CV and a cover letter outlining your experience and suitability for the role to [darren@hogshawfarm.co.uk](mailto:darren@hogshawfarm.co.uk)