

Thames Chase Trust Forest Centre Assistant



THAMES CHASE TRUST

Job Description

Position: Forest Centre Assistant (Saturdays only)

Location: Thames Chase Trust (Charity), Pike Lane, Upminster, RM14 3NS

Reporting To: Forest Centre Manager

Contract Type: Part time fixed term contract for 1 year

Hours: 7 hours on Saturdays (10:00am – 5:00pm, including 30-minute unpaid lunch break) Summer months
6 hours on Saturdays (10:00am – 4:00pm, including 30-minute unpaid lunch break) Winter months

Salary: £12.68 per hour (Full-time entitlement annual salary £24,720)

Holiday entitlement: 6 days including bank holidays (FTE is 28 days including bank holidays)

Job Summary

To provide high standards of customer service when welcoming visitors to the Forest Centre complex; answering visitor queries and providing information including the walking and cycling trails, projects, events, picnic facilities and environmental play areas, café; and overseeing the gift shop.



Thames Chase Trust

Forest Centre Assistant

Key responsibilities

- Assisting with the opening and closing of the centre
- Providing a pro-active, friendly and professional welcome to visitors and volunteers, answering queries, in person or over the phone
- Reception duties including diary management, signing in volunteers/contractors, issuing keys, sorting and distributing post, data entry, displaying public notices
- Daily management of the shop including, operating the till and taking cash and credit card payments, replenishing stock, receiving and signing for deliveries
- Assisting with room hire bookings as and when required
- Checking availability and taking event bookings over the phone
- Oversee promotional materials, ensuring posters are visible and leaflets replenished
- Maintaining a high standard of cleanliness in the reception and gift shop areas at all times
- Ensure toilet/washroom/sanitiser supplies are replenished as necessary
- To be aware of all relevant emergency and evacuation procedures
- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post

Required skills, experience and knowledge

- Previous customer service, front of house or retail experience would be beneficial but not essential as full training will be provided
- Some experience of operating tills, handling cash and card payments would be beneficial not essential
- Punctual and reliable
- Excellent communication skills
- Proactive, approachable and visitor focused
- Basic computer skills / familiar with and able to use office programs such as Google Workspace, Word and Excel
- Ability to oversee the reception desk and shop

An interest in or willingness to learn about what we have to offer at Thames Chase Trust and the Thames Chase Community Forest and then share this with our visitors.

To apply for this position please email Forest Centre Manager, Caroline.Roberts@thameschase.org.uk

Please include a CV and covering letter

Closing date: Wednesday 11th October

Interviews will be held week commencing: 23rd October