

Post of Guest Experience Supervisor (permanent position)

Reporting to:	Guest Experience Manager
Responsible for:	Weekend and seasonal staff, occasional volunteers
Hours:	Full Time, Wed – Sunday (2080 Annualised hours) 2 weeks holiday to be taken during garden closure in January
Place of Work:	St Andrews Botanic Garden, St Andrews, Fife
Remuneration:	£16 728 per annum

Job Purpose:

To develop and support an excellent guest experience by:

1. Serving all Garden Guests with enthusiasm, knowledge and a warm welcome
2. Coordinating all retail activities for the Garden including tea room, retail, plant sales and special events.
3. Undertake buying for all retail areas and tea room supplies
4. Being the first point of contact for Guest enquiries
5. Assisting with invoicing, payments, educational program bookings and development of Guest Experience offering
6. Assisting over the winter months with administration and marketing

St Andrews Botanic Garden wishes to appoint an energetic, personable and detail orientated individual who will work to develop a strong guest service, retail and support function to position the Garden as a cornerstone tourist attraction within St Andrews, Fife and the Tayside region.

The Garden has recently gone through significant transition and this is therefore an exciting and challenging time of growth and development. Central to this is the development of the overall guest experience.

This is a critical post responsible for the personal contact we have with our 35 000+ visitors and the administration of this. You will have the opportunity to further develop and enhance the guest experience function. You will be given significant personal responsibility as part of an ambitious team, with dynamic leadership.

During the winter months and summer evenings the post holder will be working alone at times and therefore must be comfortable with these arrangements.

For a full job description and person specification please email info@standrewsbotanic.org or telephone 01334 476452.