

## Job Description

### Visitor Welcome Supervisor

£13.46 per hour. Permanent part-time role (Feb to Dec)  
Borde Hill, Haywards Heath, West Sussex. RH16 1XP



#### About Borde Hill

Borde Hill is a Family Estate located just outside Haywards Heath in West Sussex. At the heart lies a Grade II listed Elizabethan Mansion House set within a stunningly beautiful and botanically-rich landscaped Garden and traditional Parkland open to visitors annually from February to December.

A varied calendar of events across the open season engages visitors of all ages, and we have ambitious plans to grow and expand the Estate operations in a variety of new areas, from biodynamic farming to hospitality and community-led projects.

#### Our Team

We have a small, friendly, hardworking team and this is an exciting time to join us. It is important that you are happy to work collaboratively and to step outside of your own role to help others as needed.

#### You and Your Role

An opportunity has arisen for a third Visitor Welcome Supervisor to join our small team, with operational management responsibility of a small team of Visitor Welcome Assistants.

You will be a confident verbal communicator and you'll excel at making visitors feel welcome and valued as the public face of Borde Hill. You'll be comfortable handling all aspects of reception operations, ensuring a fantastic visitor experience. A keen eye for detail and a drive to give fantastic customer service is key as well as the ability to problem solve, motivate and guide others.

As a charity, we depend on the support of our Members and visitors to ensure the Garden can be sustainable, now and in the future. To that end you will lead by example to promote the benefits of Borde Hill Membership and Gift Aid on entry. Also promoting what's on to our visitors, as well as what's looking good in the Garden, listening to what our visitors need so you can ensure they have the best possible day.

You'll be an enthusiastic, but calm team player who can supervise, coach and motivate your team, and have responsibility for the reception and visitor operation on your days of work.

You'll maintain excellent standards of presentation and health and safety in our reception and retail shop. You will have the confidence to manage visitor queries and handle customer complaints as they arise, although these are rare occurrences.

We're looking for someone who is highly organised, can multi-task and is able to work under pressure. Flexible working pattern between Monday and Sunday, with occasional evening work during the summer months.

#### Salary:

£13.46 per hour

#### Hours:

14 hours per week, to include weekends and Bank Holidays on a rota

#### Holiday entitlement:

28 days pro rata  
(including Bank Holidays)

#### To apply:

email your CV & covering letter to:  
[manager@bordehill.co.uk](mailto:manager@bordehill.co.uk)

**Closing date:** 15<sup>th</sup> May

If you are in employment, please include your current notice period.

#### Our location:

Borde Hill  
Haywards Heath  
West Sussex  
RH16 1XP

01444 450326

[www.bordehill.co.uk](http://www.bordehill.co.uk)

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**Knowledge, skills and experience needed:**

(Please provide evidence in your Covering Letter and CV)

- Able to demonstrate strong customer service ethos.
- A team player, with strong people skills and the ability to forge good working relationships.
- Have excellent written and verbal communication skills
- Good IT skills, confident learning new systems.
- Creative flair, with a positive outlook and a fantastic eye for detail.
- Able to demonstrate a flexible approach, with the ability to multi-task and problem solve.
- An interest in the horticultural/heritage sectors desirable.
- Demonstrate an awareness of competitor activity, be confident to offer new ideas and initiatives
- Enjoy working in a small team.
- Comply with our procedures, including Financial, H&S, Equality and Diversity.

Borde Hill has a Family-led small, dedicated, professional and friendly team who embody a 'one team' culture. We want everyone to feel valued and fairly rewarded for the work they do and your package includes:

- A Borde Hill annual family membership allowing free entry to the Garden and Parkland
- Discount in the Borde Hill shop and catering outlets
- Free tickets for selected events throughout the open season
- Free access at selected times to our Partner Gardens (Chelsea Physic Garden, The Newt, Sculpture by the Lakes, The Lost Gardens of Heligan and West Dean Gardens)
- Free entry to selected RHS events
- Free access to our wellbeing programme
- A flexible working pattern where possible

*We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.*