

Job Description

Visitor Welcome & Retail Manager

£28,470pa. Permanent full-time role
Borde Hill, Haywards Heath, West Sussex. RH16 1XP



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.

The Visitor Welcome & Retail Manager is responsible for leading the Visitor Welcome and Retail team to deliver an exceptional visitor experience while driving commercial performance across admissions, Membership and the Garden Shop.

This role ensures that every visitor receives a warm, professional welcome and enjoys outstanding customer service throughout their visit. The role also oversees the efficient operation of admissions, retail and front-of-house services, while fostering a positive, customer-focused culture and supporting the continued success of Borde Hill as a leading visitor attraction.

You and Your Role

As a key member of the management team, you will lead, motivate and develop the Visitor Welcome and Retail team, ensuring operations are delivered safely, efficiently and in line with Borde Hill's values. Through strong leadership, commercial awareness and a proactive approach, you will play an important role in enhancing the visitor experience and contributing to the continued success and reputation of Borde Hill.

You will have experience managing a customer-facing operation within a visitor attraction, retail, hospitality or tourism environment and will be a confident, enthusiastic leader with a genuine passion for delivering outstanding customer service. You will have a proven ability to motivate, support and develop a small team of part-time staff, fostering a collaborative working environment through excellent communication and interpersonal skills.

With strong commercial awareness, you will have experience of driving retail performance through effective merchandising, stock management and customer engagement. As the Visitor Welcome and Retail functions operate within the same space, you will be comfortable balancing multiple priorities, maintaining attention to detail and adapting to changing demands. You will be highly organised, confident using EPOS and ticketing systems, and experienced in managing budgets and financial processes.

An interest in horticulture, gardens or heritage would be advantageous, together with a flexible approach to working weekends, bank holidays and occasional evenings during the summer season. We are looking for someone who thrives in a busy environment, can manage competing priorities with confidence, and enjoys working as part of a collaborative team to deliver an exceptional visitor experience.

Salary:

£28,470 pa

Hours:

37.5 hours per week, to include one weekend day and Bank Holidays on a rota. 9.30am-5.00pm.

We are open to this role being a job share.

Holiday entitlement:

28 days (including Bank Holidays)

To apply:

email your CV & covering letter to:
manager@bordehill.co.uk

Closing date: 21st

August

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

Knowledge, skills and experience needed:

(Please provide evidence in your Covering Letter and CV)

Knowledge

- A sound understanding of visitor attraction, retail, hospitality or customer service operations.
- Knowledge of delivering exceptional customer service and creating positive visitor experiences.
- Understanding of retail merchandising, stock control and sales performance.
- Knowledge of admissions, ticketing and membership systems.
- Awareness of cash handling procedures and financial reconciliation.
- Good understanding of health and safety legislation and safe working practices within a public-facing environment.
- An appreciation of the heritage, horticultural or tourism sector is desirable.

Skills

- Excellent leadership and people management skills, with the ability to motivate and inspire a team.
- Outstanding communication and interpersonal skills, with confidence in dealing with visitors, colleagues and suppliers.
- Strong customer service skills with the ability to resolve issues professionally and diplomatically.
- Excellent organisational and time management skills
- Commercial awareness with the ability to identify opportunities to maximise retail sales, respond to visitor trends and enhance overall visitor satisfaction.
- Competent IT skills, including experience using Microsoft Office and EPOS or ticketing systems.
- Effective problem-solving skills, with a positive approach and the ability to make sound decisions under pressure.
- Ability to work collaboratively across departments while maintaining a flexible, proactive and solutions focused approach.

Experience

- Proven experience in a management or supervisory role within a visitor attraction, retail, hospitality or leisure environment.
- Experience of leading, developing and motivating customer-facing teams.
- Experience managing retail operations, including merchandising, stock control and sales performance.
- Experience of staff recruitment, induction, training, performance management and rota planning.
- Experience of financial reporting and budget monitoring.
- Experience handling customer feedback and resolving complaints effectively.
- Experience of purchasing and managing retail and plant stock, ensuring an attractive, commercially successful and varied product range with appropriate stock levels
- Experience of identifying and implementing improvements to visitor experience and retail operations

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.