

Hawk Conservancy Trust
Visitor Centre, Sarson Lane
Weyhill, Andover
Hampshire, SP11 8DY

T: 01264 773 850
F: 01264 773 772
E: info@hawkconservancy.org
www.hawkconservancy.org



Where the sky's the limit

Seasonal Admissions and Retail Assistant

An exciting opportunity for a confident and outgoing individual to join the Hawk Conservancy Trust's Admissions and Retail team to assist during the busier times of the year. Your role will be to ensure the high standard of the Trust's visitor welcome is sustained and to assist visitors with getting the most from their visit.

Responsible to: Admissions & Retail Manager

Responsible for: Working effectively with colleagues

Salary: Dependant on experience

Hours: Variable hours including weekends and school holidays. Some evening hours may be offered for a few events. Initially a 2-month contract. Immediate start possible.

About the Hawk Conservancy Trust

The Hawk Conservancy is an award-winning visitor attraction and conservation charity dedicated to the conservation of birds of prey. The Trust has already enjoyed considerable success over the last 50 years and is ranked as the top attraction in Hampshire according to TripAdvisor. We are fortunate to be situated on a stunning 22-acre park with a range of facilities, including the Trust Shop which is connected to our superb Feathers Restaurant. Our reputation for a warm welcome and passion for our birds and our visitors is central to our success.

Main duties and responsibilities:

- Greeting visitors and business associates on arrival, delivering a warm welcome and representing the public face of the Trust.
- Assisting visitors with queries.
- Using EPOS tills to take payment for admission, bookings and retail items.
- Assisting with the running and management of the Trust Shop.
- Assisting with the maintenance and display of stock to a required standard.
- Developing knowledge of the Trust and its products and events.
- Ensuring the Trust Shop and its contents are secure, including money.
- Contributing to effective teamwork within the Hawk Conservancy Trust as a whole and in particular within the Retail team.
- Working to consistent professional standards in all aspects of the role and any other requests made by the management of the Trust.

CONSERVATION EDUCATION RESEARCH REHABILITATION

Hawk Conservancy Trust
Visitor Centre, Sarson Lane
Weyhill, Andover
Hampshire, SP11 8DY

T: 01264 773 850
F: 01264 773 772
E: info@hawkconservancy.org
www.hawkconservancy.org



Where the sky's the limit

Person Specification

You will need to be/have:

- A friendly and welcoming attitude
- Flexible approach to working hours
- Customer service experience is beneficial but not essential
- Good interpersonal skills
- Trustworthy and security conscious
- Numerate and computer literate, EPOS experience will help but is not essential
- Good communication skills
- Team player
- Ability to work under pressure and with conflicting priorities

APPLICATION

Submit a CV together with a covering letter, noting the job you are applying for, to hr@hawkconservancy.org or by post to Hawk Conservancy Trust, Sarson Lane, Weyhill, Andover, Hants SP11 8DY. You may also be required to complete an application form.

Please Note: the position is subject to a DBS (Disclosure and Barring Service) check.

Due to the location it is important to have your own transport.

CONSERVATION EDUCATION RESEARCH REHABILITATION