

Job Description

Visitor Attraction	Llyn Brenig Visitor Centre (Conwy)
Job Title	Business Support Cymorth Busnes
Rate Of Pay	Band 4 (£29,285.00 - £33,277.00)
Contract Type	Full time
<p>Summary</p> <p>We are looking for a friendly people-person to manage back office, reception and retail functions at Llyn Brenig, delivering an exceptional visitor experience through the effective management of teams. You will help develop a business plan to ensure ongoing growth, success and sustainability. A key part of the role is to increase revenue and improve profitability, through business efficiency, commercial innovation and effective marketing, whilst preserving an internal and external customer focused ethos.</p>	
Who You'll Work With	<ul style="list-style-type: none"> • Head Of Visitor Attractions • Visitor Attraction Manager • Core Visitor Attraction Team (Marketing, Fundraising, Volunteering) • Site Teams • H&S & Dam Safety • Environment team • HR • Estates and Legal Department • Finance • Facilities management team • Any DCWW group using the VC as a meeting venue • Suppliers • EHO, Trading standards, Licensing • Local community & visitors • Volunteers and volunteer groups • Welsh Government, LAs, and other regulatory bodies. • Visit Wales, regional tourism networks and businesses • NRW, conservation groups, angling clubs & RSPB • Contractors • Media
Work Pattern	37 hrs/week on an annualised hours basis Requirement to work weekends and Bank Holidays
Essential information	Driving licence / own transport essential as Llyn Brenig is not served by public transport.

Benefits

- 33 days annual leave (pro rata, including public holidays)
- Variable pay schemes (your salary band will remain the same, but performance depending, you could receive an incremental within-band increase and a yearly incentive)
- Enhanced employer pension contributions – Up to 11% employer contributions
- Progression opportunities, including the ability to apply for funded training and coaching and mentoring programmes
- Reduction on gym memberships and high street shopping
- Cycle to work scheme
- Free on-site parking at all our sites
- Discount off all Welsh Water visitor attraction centres and gift shops
- Car-leasing scheme
- Health CashBack scheme
- An employee assistance programme for employees and their immediate family

Responsibilities include:

- Ensuring a consistently high quality visitor experience through the effective management of reception, retail and back office functions.
- Complete site administration including process and input of orders, deliveries, wages and financial data for processing, in SAP
- Dealing with daily enquiries with reference to the site, and activities
- Leadership and management of a team of highly motivated permanent and seasonal employees to achieve KPIs & deliver exceptional customer service
- Managing Health and Safety in line with DCWW procedures (for both internal and external customers)
- Product selection, ordering & control to meet visitor needs and in line with seasonal variations in demand to maximise sales and minimise stock holdings
- Negotiating purchase prices and setting retail prices to manage GP, maximise sales and profits and deliver budgets
- Developing and overseeing the delivery of retail standards to ensure effective stock management, merchandising and to maximise retail sales and spend per head
- Management of EPOS system including till programming and updates, stock takes & stock control
- Cash handling, financial reconciliation and banking of income for the site
- Producing and interpreting weekly visitor and trading information for management and organisational reporting purposes.
- Supporting the delivery of a marketing communications plan using a range of media to grow awareness, drive footfall and commercial revenue streams
- As DCWW's local representative, developing and building positive existing and new relationships inside and beyond the company at all levels.
- Ensuring as a business we are compliant through training and development, legislation and that we meet our social and corporate responsibilities & companywide procedures.
- Being part of a DM rota responsible for the safe and efficient operation of the site. A willingness to work unsocial hours and regular weekends and bank holidays is essential. A full driving licence for this role is required.
- Carrying out any other duties as required to meet business needs

Qualifications, Experience, Knowledge

Essential

- Demonstrable experience in back office & retail management, administration, accounting with exceptional attention to detail
- Professional qualifications in business administration/tourism/catering/hospitality/retail management or similar or equivalent experience
- Proven track record in planning and delivering exceptional visitor service within the hospitality, leisure, tourism sector
- HND business studies & finance, city and guilds / diploma retail skills
- Knowledge of regulatory requirements associated trading standards, Guidelines & H&S
- Experience in quality high volume operation with focus on local produce
- Demonstrable experience leading & managing multi-disciplined teams of staff to deliver business objectives
- Excellent communication skills (written and verbal) and experience producing professional reports, proven customer service skills
- Demonstrable experience in customer service and related team management
- Experienced managing multiple stakeholders with the ability to influence and engage with people at all levels
- Extensive knowledge of Health and Safety Legislation
- Proficient IT skills – SAP, MS Word, Excel, Outlook

Desirable

- Marketing and communications experience
- Ability to communicate effectively in Welsh

How To Apply

Email the following to: brenig.jobs@dwrcymru.com quoting job title Business Support in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.