



## Visitor Experience Assistant/Duty Manager - Discover Hastings

Seasonal position, variable hours

February 2020 – November 2020

National Living/Minimum Wage with an increment for carrying out Duty Manager Duties.

Discover Hastings is recruiting for a Visitor Experience Assistant with additional Duty Management responsibilities to join its team for the 2020 season.

### About Discover Hastings

Discover Hastings operates three of the biggest tourist attractions in Hastings - situated on the West Hill Smugglers Adventure takes the visitor on a journey back to the heyday of smuggling. The historic Hastings Castle explores the Battle of 1066 – one of the most memorable dates in history. Finally Blue Reef Aquarium, an undersea safari with a wide variety of marine life to discover, located on the seafront of Hastings Old Town.

This is an exciting role working across three different attractions and is also an ideal opportunity for someone to take the next step up into a Supervisory position. One day you may be deep inside acres of caves, the next at a Castle built by William the Conqueror, then seeing the magic of the deep up close at Blue Reef Aquarium.

### Scope and Purpose

Your primary objective is to deliver engaging and compelling guest experiences for all visitors to our Discover Hastings attractions. The visitor service team are the first people our customers see and extending a warm welcome is the first step in creating a positive and memorable visit. You need to have all visitor information at your fingertips and be able to deliver it to guests in a fluent and friendly manner.

You need to bring to life three distinct attractions to all our guests and be confident in delivering exceptional guided tours and talks to English and non English speaking guests. You will play a crucial part in the success of our jam packed events calendar, taking the lead in organisation and delivery and ensuring all guests want to return.

The role also involves upselling our products from guidebooks to annual passes, ensuring sales targets are achieved and every customer has their needs met.

Specific tasks include admission operations, presentations and shows. Assisting in our catering and retail operations on occasions including stock takes.

This role has additional responsibilities for Duty Management of our attractions on a shared rota basis. Responsibilities include opening and closing procedures including cash management. Full attraction checks/walk rounds, motivating staff, handling customer queries, daily/weekly reporting, till system operation and daily health and safety checks.

The job involves working variable hours to include weekends, bank holidays and school holiday periods when we are at our busiest. Shift patterns can vary but are usually a 9.30am start with a 4.30pm to 5.30pm finish. Part time and flexible hours are available for the right candidates.

### Core Competencies, Characteristics and Qualifications

- ✚ Some supervisory skills would be an advantage
- ✚ Positive attitude and thrive in a busy and dynamic environment
- ✚ Easily adaptable to a variety of situations and be able to react to the customer's needs
- ✚ Excellent communications skills and the ability to retain and present information
- ✚ Confident, motivated, team player with a can do attitude
- ✚ Experience in performing arts/and or presenting to a large crowd is desirable
- ✚ Upselling/previous sales experience is also desirable

## About Aspro Parks

Discover Hastings is part of Aspro Parks, a Spanish multinational company with its headquarters based in Madrid. Aspro owns and operates over 65 leisure attractions across Europe, 10 of which are located in the UK.

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, c/o Blue Planet Aquarium, Cheshire Oaks, Cheshire, CH65 9LF. Or email us at: [recruitment@asprouk.com](mailto:recruitment@asprouk.com). Your application letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

Your covering letter WILL be used as a sifting mechanism so make sure it stands out from the crowd!

We are committed to Equal Opportunities.

**Closing Date: Friday 10<sup>th</sup> January 2020**

We do recognise the time and effort it takes to apply for a position, but as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.