



THE WORLD OF JAMES HERRIOT

ROLE DESCRIPTION

Post;	Steward
Department:	Front of House
Aim;	To provide a service to all visitors to The World of James Herriot which enhances their enjoyment of their visit and increases its reputation as a visitor attraction
Title;	Steward
Available Shifts;	Summer – Easter - October 10.00am– 16.00 Winter - November – Easter 11.00am – 15.00
Reports to;	Manager/Visitor Services Officer/Duty Officer
Tasks; -	to be reassuring, courteous and welcoming to all visitors - to be a point of contact for missing persons - to answer queries or seek the assistance of those who can - to be well informed of all facilities in the attraction - to perform any other tasks as and when required by the Duty Officer – e.g. Inventory, Cataloguing
Requirements:	Customer Care experience - an ability and willingness to work independently - the ability to work as part of a team - an ability to follow safety procedures - to wear the uniform provided
Training:	- to attain Welcome Host status - to attend all relevant Health and Safety training - to attend external training as required - to attend a minimum of one days internal training per year