



Recruitment pack – Welcome Host

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable. These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place". Our key strategic aims are to:

Improve the wellbeing of local residents

Build understanding of the value of plants

Provide opportunities for skills development

Support pride in place

Improve inclusion and representation of local diverse communities

Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact kate.martinez@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO

WELCOME HOST

Job Role:	Welcome Host
Team:	External Relations
Reports to:	Head of External Relations
Salary:	£12 per hour
Working hours:	13.5 hours a week (excluding breaks) on Sundays and 1 to 2 days in the week*
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	20 th January 2025
Interview date:	w/b 20 th January 2025

**This will be every Sunday plus one to two days per week which include school holidays. Plus, all staff meeting days and training which will be mid-week.*

Job Purpose

You will be working Sundays plus an additional mid-week shift from 9.30am – 4.30pm. On a Sunday at the Palm House, we often hold free community events, and you will be the initial warm welcome. The midweek shift will alternate depending on the Rota.

The Sefton Park Palm House Preservation Trust (SPPHPT) is a busy organization that has lots going on at all times, and you will support day to day operations and always champion best practice when it comes to customer service.

This role will contribute to the overall visitor experience with exceptional customer service.

What you will be doing – key responsibilities

- Set-up the front welcome area.
- Exceptional customer service.
- Encourage donations to the Palm House upon entry.
- Well-presented merchandise to enhance sales.
- Accurate entry of sales on the EPOS system on an iPad.
- Supporting the events that are taking place.
- Learn about the Palm House history and events to be able to share information with our visitors.
- Attend all staff meeting days and undertake essential training including safeguarding.

Health & Safety

- Review risk assessments and ensure all guidance is followed.

Finance

- Handle cashing up and escalate any material discrepancies.
- Work to meet donation and merchandise sales targets.

Person Specification

Essential

- Passion for delivering excellent customer service and effective teamwork with staff and volunteers.
- Flexible and adaptable.
- Proven self-motivator, able to work with varying pressure.
- Experience of face-to-face sales and working to targets.
- Numerate with experience of cash handling & record keeping.

- Understand the aims of the SPPHPT and its work.
- Attention to detail with a commitment to maintaining high service standards.
- Able to follow work routines with minimal supervision and be well organised.
- Able to work Sundays and during school holidays.
- Confident to use EPOS system on ipad.
- Strong communication skills.
- Ability to work in a fast-paced environment and handle issues proactively.

Desirable

- Good knowledge of the Palm House and its history
- Interest in botany and green spaces

Benefits

- 2 days plus bank holidays annual leave per year, increasing to 2 days plus bank holidays after 3 years of service
- A wellbeing day
- After your 3-month probationary period, sick leave will be paid at 2 weeks full pay followed by 2 weeks half-pay, increasing to 4 weeks full pay followed by 4 weeks half-pay, after 3 years of service.
- Access to a free employee assistance scheme through our HR provider
- 30% discount off Sefton Park Palm House merchandise (with some exceptions), food and drinks
- Cycle to work scheme

How to apply

Please submit your application form, covering letter and Equalities Monitoring Form to colette.roberts@palmhouse.org.uk by midnight on Sunday 19th January 2025.

Shortlisted candidates will be contacted for an interview with the Head of External Relations.