



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 casey.burgess@palmhouse.org.uk

We look forward to receiving your application.

Best wishes,
Kate Johnson
CEO

WELCOME HOST

Job Role:	Welcome Host
Team:	Visitors and Communities
Reports to:	Visitor Experience Manager
Salary:	£13.45 per hour
Working hours:	12 hours a week (excluding breaks)
Contract:	Permanent
Place of work:	Sefton Park Palm House, Mossley Hill Drive, L17
Closing date:	5pm on 25 th October 2026
Interview date:	w/b 2 nd November 2026

Job Purpose

You will be working two days per week as per a published rota. You will predominantly work Wednesday and Thursday, but as we are a seven day a week operation, this can be subject to change. There will also be an expectation that you will help to cover annual leave within our team.

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. The Welcome Host provides every visitor with a warm, engaging and inclusive welcome while proactively generating income for the Trust. The postholder will confidently invite visitors to make a donation, explain the benefits of becoming a Supporter of the Palm House, promote and sell merchandise, and work towards agreed income and conversion targets.

What you will be doing – key responsibilities

- Set-up and break down of the front welcome area and activity table. Maintain these standards throughout the day.
- Exceptional customer service by welcoming visitors warmly as they enter the Palm House.
- Assist in collecting information about our visitor profile.
- Encourage donations to the Palm House upon entry.
- Proactively invite visitors to become a Supporter of the Palm House, clearly explaining the benefits and completing supporter sign-ups.
- Actively promote and sell merchandise, using appropriate upselling techniques and maintaining attractive, well-stocked displays to maximise income.
- Supporting the events that are taking place, this will include leading school sessions (story time, guided tours and craft activities)
- 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.
- Ensure that visitor bathrooms during hourly checks are well maintained and rectify any issues.

Health & Safety

- Review risk assessments and ensure all guidance is followed.

Finance

- 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.
- Flexible to work alternative days to support the business in covering annual leave and sickness.
- Confident to use card payment terminals to sell merchandise.
- 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

- 25 days plus bank holidays annual leave per year (pro-rata for part time employees, rising to 27 days after three years continual service)
- A wellbeing day
- After your 6-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 5pm on 25th of October 2026

Shortlisted candidates will be contacted for an interview with the Visitor Experience Manager alongside the Head of Visitors and Communities.