

# International Recruitment

## Sample Role Profile – Front of House Supervisor and Retail Assistant

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## **Job Title**

Front of House Supervisor and Retail Assistant

## **Job Summary**

Glenbay House & Gardens is a stately home set amidst 10 acres of unspoilt woodland overlooking the bay. With guided tours daily, a popular café that serves afternoon tea and a gift shop, we are seeking an experienced Front of House Supervisor & Retail Assistant to join our team on a full-time basis.

Reporting to the Front of House Manager, you will be responsible for the day-to-day supervision of the team, ensuring the efficient operation of the information desk, ticket booth and retail area.

Previous experience in a similar role with a proven ability to provide excellent customer service whilst managing a team is beneficial. If you enjoy a challenge and are target driven, then this role could be for you.

## **The role involves:**

- Check in pre-booked tour groups and visitors
- Manage ticket desk and onsite sales
- Provide recommendations for additional things to do and see within the destination
- Ensure that all front of house team members are punctual and well-groomed in time for their shift
- Host daily team briefings to highlight bookings, VIP arrivals and retail sales targets and promotions for the day
- Provide general administrative and operational support
- Manage all guest correspondences (positive and negative) and ensure prompt follow-ups
- Meet & greet VIPs on arrival and departure
- Prepare contingency plans in the event of a full house and implement the necessary arrangements to handle overbooking
- Conduct team training to increase the opportunity to upsell on retail items, food & beverage and experience add-ons such as picnic baskets and the family fairy door trail
- Extend support to the gift shop team by covering lunch breaks and providing relief on the cash-desk at busy times throughout the day.

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## About Us – Why work with us?

- **People First** We owe our greatest success to our teams who strive daily to go above and beyond. We place our people first and ensure that their wellbeing and personal development is top of our agenda.
- **Lonely Planet Top 5 Attraction** Glenbay House & Gardens consistently ranks amongst Ireland's top attractions and was most recently highlighted as a 'must-see' experience by Lonely Planet.
- **Botanical Surroundings** Set amidst beautifully landscaped gardens and natural woodland, the surroundings offer a place of peace and serenity in contrast to a bustling city life.
- **Cross-Training** With multiple departments and disciplines within Glenbay House & Gardens, there is great opportunity to cross-train in other departments as you grow and develop within your role with us including finance, marketing, food and beverage.
- **International Perspective** Glenbay attracts tour operators from all across the world, bringing a cultural and linguistic diversity to the venue each day. You will have the chance to chat and interact with people from all over the world.
- **Green Code** Sustainability is central to everything that we do as we work towards carbon reduction. We have a green ranger whose sole responsibility is to continuously devise new ways in which we can continuously improve our green efforts across the house and gardens.
- **Experienced Team** We are proud to say that 30% of our workforce have been with us for over 10 years. Their experience and knowledge is our greatest asset. Our longstanding team are generous with their time and act as mentors daily to new team members as they onboard.

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## Job Requirements

- ✓ Experience leading a team
- ✓ Excellent customer service skills
- ✓ Retail experience beneficial but not necessary
- ✓ Fluent English
- ✓ Ability to multi-task
- ✓ Detail orientated
- ✓ Ability to work weekends and occasional evenings for launch exhibitions, weddings and events
- ✓ Occasionally work may be conducted outdoors with exposure to varied weather conditions.

## Job Benefits

- A stable rota with fixed working hours from 9am-5pm, Wednesday to Sunday. We appreciate that having sight of your shift schedule well in advance, makes it easier to plan a sustainable work-life balance
- Free onsite parking
- Complimentary breakfast, lunch and afternoon snack provided in the canteen during each shift
- 10% discount off all retail items
- 20% discount off food & non-alcoholic beverages in the café from 4-6pm
- A voucher to experience afternoon tea for you and a guest at your leisure (not during working hours)
- Quarterly review and performance evaluation to support your professional development and long-term career goals
- Dry cleaning service for your uniform
- Complimentary access to the 5km running trail through the woodlands to enjoy on your lunch break or before / after your shift.

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## Call to Action

We are currently accepting video applications until the closing date of XX. If you wish to apply, please submit a 2-minute video outlining a) why you want this role and b) why you feel that you are the best person for the job. Connect with us on social @glenbayhouse to follow our story behind the scenes.

## Staff Testimonials

I have the best job in the world in my eyes. My office is a lush green oasis overlooking the bay. I'm responsible for maintaining the garden throughout the seasons with spring being my favourite when the cherry blossoms bloom. *James - Gardener, 12 years service*

I started working at Glenbay House & Gardens as a part-time tour guide after I retired as a history teacher. I love meeting new people from all around the world and showing them around this wonderful property that we are all so proud of. *Brendan – Tour guide, 5 years service*

My workday involves opening the gift shop and setting up for the day ahead. I enjoy merchandising new stock and creating displays that reflect the season. I supervise the retail team, scheduling rotas and providing training and support. I love to see visitors picking up local trinkets as a keepsake of their experience at Glenbay. *Nuala - Retail Manager, 3 years service*

## Pay range information

We provide competitive rates of pay, ranging from €11 - €14 per hour depending on experience.