

Hill Close Gardens – Post of Part-time Weekend Tearoom and Volunteer Supervisor

Hill Close Gardens is a visitor attraction overlooking Warwick Racecourse and is run by a charitable trust. The restored Victorian gardens are open to the public all year on weekdays, bank holidays, and at weekends from April to October. During these weekends and on bank holidays the function room in the modern visitor centre is used as a tearoom seating up to 40 people. Admission tickets, guide books and retail items are sold and light refreshments are served by volunteers who are organised by the Tearoom supervisor. More information about the gardens is available at www.hillclosegardens.com

Job Description

This part-time post entails approximately 500 hours per annum at £10.00 per hour. Most of the hours are worked from April 1st to October 31st but there are occasional duties at other times of the year. Included in the hours is a holiday entitlement of 40 hours per annum, with the expectation that most of the holidays will be taken on weekdays or in the off-season. Most of the hours will be worked in the tearoom but some can be done at home. It is not expected that the Tearoom supervisor will be present during every shift.

Specific duties:

- Opening up the gardens to the public on weekends when on duty. Taking entrance fees for garden visitors. Giving a warm, friendly and informative welcome to all visitors.
- Running the tearoom at weekends and on bank holidays, with the help of volunteers. Opening tasks start from 10am and closing is usually complete by 5.30pm. (Each day is split into two shifts.)
- Organising the rota of volunteers using the current database.
- Keeping appropriate records of volunteers' details and centre procedures.
- Helping to recruit new volunteers and providing induction for their role in the tearoom.
- Maintaining contact with the volunteers and offering them support, including a social morning before the start of the season.
- Organising training in first aid, customer care and food safety for volunteers.
- Organising the laundering of aprons and tea towels.
- Purchasing provisions for the tearoom, keeping a record of expenditures.
- Working closely with the centre manager (who books meetings in the tearoom during the week).
- Working closely with the Management team, particularly the Events organiser, providing a report to monthly (Monday) team meetings in the centre.

Person Specification

The post holder should have:

- Customer care skills
- Organisational skills and the ability to work flexibly with occasional weekday work
- A good understanding of food safety requirements
- IT skills, particularly in word processing and email
- The ability to work cooperatively with volunteers and to enthuse and motivate others

The post holder should ideally have:

- Experience of working in a café/tearoom environment
- Management / supervisory experience and experience of working with volunteers

Letters of application should be sent to:

Centre Manager (Tearoom post)

Hill Close Gardens, Bread and Meat Close, Warwick CV34 6HF

Or email your application to:

centremanager@hcg.org.uk

Tel: 01926 493339