

Job Description

Job Title **Operations Assistant – Park and Ride Service**

Department **Visitor Experience**

Reporting to **Head of Visitor Experience**

Contract **Temporary, part-time x 2 positions**

Summary

From Saturday 29 May 2021 until Sunday 19 September 2021, the Museum will be operating the seasonal park and ride service between the Ponsharden car park and the Museum car park. We will be working with First Bus, who will be providing the shuttle bus service between the two sites. A shuttle bus service will operate every 30 minutes between the two sites, increasing to every 15 minutes during the summer school holiday period.

Specifics

The Operations Assistant will be employed on a temporary contract to support this service. There will be a requirement to work at both sites; Ponsharden and the Museum.

Job Role

On-site management of the Ponsharden park and ride site:

- Responsibility to ensure that standards at the Ponsharden park and ride site are maintained throughout the day; this will involve at least twice daily visits to the site, morning and afternoon
- Ensure that the standards are maintained on the shuttle bus (First Bus), which could involve travelling on this service to either Ponsharden or to the Museum
- Liaise with the First Bus operator to meet the demands of the service, ensuring additional buses are provided when required, keeping up-to-date with changes to this service to accurately inform visitors
- Check that the site is kept in a clean and tidy condition, and any grounds maintenance required is organised and carried out in a timely manner
- Liaise with Rustler Yachts (who also operate from Ponsharden) on the storage of boats on the site during the park and ride season; keep a record of the boats being stored, to ensure payments are processed accurately for this facility
- Manage the relationship with the owner of the catering kiosk which is operated from the Ponsharden site car park, ensuring that this business is carried out within their designated area
- Ensure the ticket office for ferry trips, which is conducted from the catering kiosk, complies with the operating agreement and does not interfere with our park and ride service

- Liaise with the cleaning contractor to ensure that the on-site toilets are kept clean and supplies sufficiently replenished at all times; carry out regular checks to ensure standards are maintained and address any issues with the cleaning contractor promptly
- Review the operational signage on the site to ensure that it is fit for purpose; if not discuss with the Head of Visitor Experience to arrange for additional signage to be installed
- Ensure that all our marketing information on the site is up-to-date and in good order; this includes the banners attached to the outside fence

Car Park management:

- Assist with the emptying of the takings from both car parks; Ponsharden and the Museum
- Assist with the transportation of the takings from the car parks to the Museum for banking by the Finance team
- Manage all car park queries which are raised with the Museum, which includes the issuing of PCN's; responding in a timely and efficient manner
- Liaise with the car park management company, Premier Park, regarding the issuing of PCN's and be the main point of contact with them for any other car park issues
- Be fully conversant in the operation of the car park machines in order to assist visitors
- Be fully familiar with the automatic number plate recognition system (ANPR) in order to respond to visitor queries

Visitor Experience:

- Assist the Visitor Experience Manager with the day-to-day operation of the Museum which could include:
 - Managing the queuing system for visitors arriving at the Museum
 - Processing pre-booked ticket sales
 - Processing retail purchases
 - Replenishing stock in the shop
 - Assisting the Café team with clearing tables
 - Meeting and greeting passengers booked for our Heritage Boat Charters

COVID 19:

- Twice daily cleaning of the pay machines on site at both car parks
- Ensure that the First Bus operation is COVID 19 compliant in that users of the service are wearing face masks
- Ensure there are adequate supplies of face masks, hand sanitiser and sanitising wipes are available on site at all times and available for the park and ride customers
- Carry out any other tasks that may be assigned to you in line with this role.

Hours (two positions)

- Sunday-Tuesday; 9.00am-5.30pm (less one hour for lunch); 22½ hours
- Wednesday-Saturday; 9.00am-5.30pm (less one hour for lunch); 30 hours

Hourly rate

£9.93 per hour

Competencies

This role will involve working outdoors at times; you will need to be comfortable working in all weather conditions.

Essential

- Strong customer service skills, experience of working with the general public
- Confident with good communication and interpersonal skills, ability to convey clear messages to members of the general public
- Excellent computer skills
- Excellent organisational abilities
- Be flexible and adaptive to a wide range of duties
- Good telephone manner
- Excellent team player, support colleagues and work flexibly
- Smart appearance
- Reliable and punctual
- Flexible to work weekends, evenings and bank holidays when required

Desirable

- Hold a clean full UK driving licence
- Cash handling experience
- First Aid qualification or be willing to be trained
- Have a good knowledge of Falmouth and the local area