

Hawk Conservancy Trust  
Visitor Centre, Sarson Lane  
Weyhill, Andover  
Hampshire, SP11 8DY

T: 01264 773 850  
F: 01264 773 772  
E: [info@hawkconservancy.org](mailto:info@hawkconservancy.org)  
[www.hawkconservancy.org](http://www.hawkconservancy.org)



*Where the sky's the limit*

## Retail and Reception Customer Service Team Member Part Time - Maternity Cover

**Responsible to:** Retail Assistant Manager

**Responsible for:** Being the friendly, welcoming face of the Hawk Conservancy Trust, operating an appealing gift shop and promoting the Trusts membership, experiences and events

**Hours:** 3 Days a week, alternate weekends and some evenings

**Fixed Term:** Maternity cover from April 2024 – April 2025

**Salary:** £14,300k

### Purpose and objectives:

Promote the mission of the Trust and achieve the Trust's aims of being a leading UK attraction, renowned for its friendly customer service, passion and enthusiasm. Lead the Trust's Admissions & Retail day-to-day function, ensuring that operations run smoothly and realising the full potential for the Trust Shop. Work closely with customers so that we exceed expectations through impeccable customer service standards. Increase awareness of the Hawk Conservancy Trust's events, products and function capabilities and achieve growth objectives.

### Main duties and responsibilities:

- Provide excellent customer service and warm visitor welcome at all times with professionalism and courtesy
- Contribute to the day-to-day operations, ensuring systems and processes are operating smoothly
- Maintain knowledge of the Trust's products in order to provide customers with information, achieving additional sales and donations where possible,
- Take pride in and enhance the appearance of the premises, helping maintain an attractive and inviting shop with excellent housekeeping standards
- Use EPOS tills to take payment for admission, bookings and retail items.

CONNECT WITH US



@HawkConservancy

CONSERVATION EDUCATION RESEARCH REHABILITATION

HAWK CONSERVANCY TRUST LTD  
CHARITY NO: 1092349 | COMPANY NO: 4304161 | VAT NO: 997 3248 63  
THE HAWK CONSERVANCY TRADING COMPANY LTD  
COMPANY NO: 5028485



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- Provide support for the Restaurant and Corporate events during key times, including waitressing and taking food orders.
- Contribute to the overall teamwork of the Hawk Conservancy Trust, working closely with the park, office, catering and events staff.

### Person Specification

You will need to be/have:

- A friendly and welcoming attitude
- Excellent customer service skills, with an aptitude for assisting customers with a range of queries and supporting them during the sales process
- Good interpersonal and communication skills
- Flexible approach to working hours
- Numerate and computer literate, with the ability to learn how to process our daily reconciliations and work with the software systems used here at the Trust
- Ability to work under pressure and with conflicting priorities and still keep smiling
- Previous experience within retail is desirable but not essential
- Trustworthy and conscientious
- Team player

### Application

Submit a CV and a covering letter stating which role you are applying for c/o Indeed or by post to Hawk Conservancy Trust, Sarson Lane, Weyhill, Andover, Hants SP11 8DY

Closing date: Applications will be considered on a rolling basis with interviews starting late February.

Please note: Successful candidates will be subject to DBS and reference checks.

Due to the location, it is important to have your own transport.

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