

UK year of service

Job Placement Title: Destination Assistant

Employer: Canal & River Trust

Vacancies: 2

Location: Anderton Boat Lift, Lift Lane, Northwich, Cheshire, CW9 6FW

Are you aged 18-24?

Looking to join an inspirational team?

If so, Canal & River Trust have an amazing opportunity for you!

Job Placement Summary

Anderton Boat Lift fascinates thousands of people a year who come to visit this amazing engineering masterpiece in Cheshire. The iconic structure is one of a kind, and as a Destination Assistant you will have a wide variety of opportunities to work across different areas of the business.

You will help to deliver an excellent customer experience, as part of a great team, through participation in activities, the sale of goods and services, maintenance activities, running trips and events, working with volunteers, and providing an excellent environment for customers to enjoy. Promoting the Trust personally and through an excellent environment, you will actively contribute to the generation of revenue and customer satisfaction.

You will work in a team of approximately 20 people including many volunteers who join us to help in a range of tasks needed to keep this attraction functioning for the visitor.

Key Accountabilities will include:

- Providing excellent service to all Canal & River Trust customers at Anderton Boat Lift working in retail, a café or generally at the site, ensuring people have an enjoyable visit and that the site is presented to a high standard. Assist in a variety of tasks and at specific events & providing backup to office-based functions if required.
- Ensuring that you follow the relevant safety procedures or work to the required standards of hygiene or use.
- Deal with customers face to face or by phone to expected standards of courtesy and care. Being knowledgeable of Anderton Boat Lift and the Canal



**Canal &
River Trust**
Making life better by water

& River Trust and what we do, as well as the wider network. Be an ambassador for the Trust.

- Maintaining high standards of cleanliness and safety within the site. Participate in regular checking and maintenance of equipment to ensure fitness for purpose, note and reports defects and incidents to self and third parties following Trust procedures.
- Taking payments for goods and services following required procedures. Receiving and storing cash and other means of payment, maintaining records of payments received; and processing documentation accurately and to required time standards.
- Monitoring stock levels within retail and catering environments, rotating stock as required. Presenting and display goods/ food offering effectively to maximise sales.
- Working with volunteers so they enjoy their experience with the Trust.
- Displaying the Canal & River Trusts values and behaviours at all times
- Ensuring that diversity and inclusion are integrated into all aspects of Trust life and promote inclusion by challenging behaviour, practices, actions, or decisions that are counter to the objectives of the Trust's policies and values.

This role will offer opportunities to work with multiple teams across the Canal & River Trust network such as heritage, environment, and community engagement.

Essential skills, experience and qualifications

- Must be aged 18-24 and eligible to work in the UK.
- Confidence in interacting with people is a must.
- Maths and English GCSE would be ideal.
- Some experience in a customer facing role within a leisure or customer service environment, or in a direct sales environment would be great.
- Customer Service training qualification – Welcome Host or other equivalent would be advantageous.
- Literate in the use of computers, internet would be ideal.

Number of hours per week: 37 hours

Work pattern and contracted hours/shifts: You will work as part of a team that works on a rota basis covering 7 days opening.

Hourly rate of pay: National Living Wage (£8.91 p/h)

If you are interested in applying for this role and are 18-24 years old and are looking to join an inspirational team, then please submit your CV to yearofservice@catch-22.org.uk.