Role Title	Casual Visitor Services Assistant
Team	Commercial and Conference & Events
Reports to	On the day Event or Duty Manager
Date Issued/Revised	October 2026
Hours	Varying shifts to include weekdays, weekends, evenings and bank holidays
Hourly Rate	£13.45 gross per hour *Birmingham Botanical Gardens is a Real Living Wage Employer*

INTRODUCTION

Birmingham Botanical Gardens is the green heart of Birmingham, offering a uniquely bio-diverse natural environment. It is one of the UK's most significant historic Botanic Gardens which has remarkably remained intact since 1829. Our aim is to be a visitor attraction of choice in Birmingham. The Gardens is an independent educational charity aiming to offer world class environmental education in a green environment to audiences in all sectors of the community.

ROLE PURPOSE

We are looking for reliable, friendly, and proactive **Visitor Services Assistants (Casual)** to support 2 parts of our business. Firstly, to help us deliver a busy events programme throughout the year and secondly to support the Welcome Desk and Retail. This hands-on, dual role is key to helping us deliver outstanding events — from private hires and weddings to public festivals and outdoor film screenings, as well as looking after our day visitors.

As part of our casual pool, you'll work across a variety of roles depending on event needs, including room set-ups, stewarding, running errands, cloakroom support, glass collection, table setting, housekeeping, and car park or signage assistance. On other days you may be selling tickets, memberships and gift items, at all times giving the warmest of welcomes and the highest levels of customer service. You'll be the kind of person who takes pride in a job well done and enjoys being part of a fast-paced, collaborative team.

PRINCIPAL RESPONSIBILITIES

- Assist with the physical set-up and break-down of event spaces (moving furniture, setting tables, placing signage, etc.)
- Welcome and guide guests, answering queries and providing friendly, helpful service

- Act as a runner during live events to support coordinators and resolve ad-hoc tasks
- Monitor guest areas, replenish stock (e.g. glasses), and maintain clean, safe spaces
- Support cloakroom operations and manage guest belongings securely and efficiently
- Assist with clearing glasses, rubbish, and maintaining tidy front-of-house spaces
- Checking on the cleanliness of the toilet facilities, occasionally cleaning these
- Help coordinate guest flow in car parks or entrances as needed
- Assist with ad hoc cleaning tasks during events
- Ensure signage and wayfinding materials are in place and visible
- To accurately sell tickets to day visitors, promoting memberships, gift aid and donations, maximising sales at every opportunity
- Being familiar and up to date with the retail ranges and lines in the shop, being able to assist visitors with enquiries and upselling when appropriate
- Be confident in the use of our ticketing and CRM system to process bookings for day admission and special events; using our EPOS system to make retail sales in the shop and plant sales
- Ensure that cash is handled and credit card transactions are processed in accordance with the Gardens' procedures
- Deal appropriately with any customer service issues and handle enquiries promptly and professionally, escalating where necessary
- To be fair and inclusive to all visitors and their needs, showing respect, kindness and politeness at all times
- Always follow all health & safety and venue policies
- To understand and support the aims and objectives of Birmingham Botanical Gardens and to ensure these are reflected in the delivery of the role

WORKING CONDITIONS

Based on-site at Birmingham Botanical Gardens.

- Work will involve both indoor and outdoor activity.
- Manual handling, cleaning, periods of standing/walking
- PPE and relevant training will be provided.

PERSON SPECIFICATION

Area	Essential	Desirable
Knowledge	Understanding of basic health & safety practices Awareness of manual handling Focus on the customer experience	Knowledge of events/hospitality industry
Experience	Previous experience of working in a customer facing environment. Experience in events, cleaning, or venue support roles	First aid trained Fire marshal trained Stewarding experience

Area	Essential	Desirable
Skills	Strong communication and customer service skills Computer literature – knowledge of MS Office Ability to work independently and take initiative Ability to remain calm Confident handling cash and credit card transactions Able to work as part of a team and interact effectively with staff, volunteers, and stakeholders. Multitasking abilities Show accuracy and attention to detail Ability to lift and move furniture and equipment safely	Ability to use basic cleaning equipment Can handle AV setups Experience using a ticketing system, ideally Spektrix Knowledge of EPOS systems
Other	Flexible availability; willingness to work evenings and weekends Has a proactive attitude Ability to learn quickly on the job	Interest in supporting events/hospitality within a heritage setting

To apply, please send an up-to-date CV and a covering email outlining why you are interested in the role and your general availability to:

jobs@birminghambotanicalgardens.org.uk

The closing date is **Friday 6th November 2026** at **9.00 am**.

Interviews are planned for week after.

Please let us know of any reasonable adjustments we can make at application stage or during the recruitment process to help us be more accessible.

Use of AI in Applications:

We want to understand your genuine interest in our vacancy and for the written elements of your application to accurately reflect your own communication style. Applications that rely too heavily on AI tools can appear generic and lack the detail we need to assess your skills and experience.

We do not use AI as part of our recruitment process