

## EDEN ROLE PROFILE

**TITLE:** Stewarding Team Work Placement Students

**Updated:** June 2012

**REPORTING TO:** Steward Supervisor

**ROLE OVERVIEW:** Work with the Stewards team to help enhance Eden visitors' experience and ensure their welfare within a world class visitor destination. This is a varied role which will involve working outside in the car parks, in the Biomes and in the visitor centre. Duties will include: answering visitors' enquiries, staffing the viewing platform in the Rainforest Biome, greeting coach parties, assisting at the Rock Wall, giving directions to visitors, ensuring visitor's health and safety and litter picking. All duties will be with the support of a Steward Team Member.

### EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Respect for customer service at all times
- The ability to follow instructions and ask questions if unsure
- An enthusiastic outlook to the role
- An interest in stewarding and working outside with the public

### KEY SKILLS THAT WILL HELP YOU:

- Communication skills
- Caring for others
- High level of customer service awareness

### QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Good time keeping
- Positivity
- A good team player
- Respectful approach to both colleagues and visitors
- Friendly and polite
- An interest in the aims and objectives of the Eden Project