

Seasonal Visitor Services Assistant £8.50 per hour (20.25 hours per week, April to September)

Sulgrave Manor Trust is looking for an enthusiastic and experienced Visitor Services Assistant who will staff our welcome desk and retail provision. Working days - Thursdays, Fridays & Sundays.

PURPOSE OF JOB

To staff the welcome desk and run the shop/refreshments function during the open season. To support the Operations Manager in the commercial aspects of the site.

Main Duties

Deliver all the necessary processes and administrative systems under the direction of the Operations Manager to deliver the operation of the ticket desk, refreshments sales, shop and visitor welcome.

DUTIES AND RESPONSIBILITIES

1. Carry out front of house activities at Sulgrave Manor:

Welcoming Visitors and acting as an information point during visits.

Deliver exceptional standards of customer service and presentation ensuring high standards of cleanliness are maintained across these areas.

Answering telephone enquiries.

Sales of self service refreshments from the welcome desk.

Setting up areas at start/end of day.

Light cleaning and tidying duties in the welcome areas – dusting stock, clearing tables, using the dishwasher.

2. Commercial: deliver targets, support growth and income generation:

Opening the EPOS system at the start of the day and cashing up/balancing income at the end of the day.

Operate the EPOS system for admissions and retail and be responsible for cash handling.

Meet set commercial targets (retail, admissions) for the Museum.

Actively promote Gift Aid admissions to support the aims of the charity and upsell membership/season tickets etc.

Monitor stock and ensure stock rotation.

Adding new stock items to the EPOS system and notifying Operations Manager of stock requirements.

Make shop stock orders as directed by the Operations Manager.

3. Administrative Duties

Answering email enquiries for visitors.

Managing visitor data spreadsheets and general administrative tasks.

Updating stock records.

Updating Gift Aid data spreadsheets.

Carrying out Visitor surveys and inputting data.

Assisting with marketing tasks.

4. Any other duties and responsibilities appropriate to the post. These include but are not limited to:

Supporting events, meetings and functions on the site.

Working with volunteers.

RELATIONSHIPS

The postholder will work directly for the Operations Manager.

This job will be based at Sulgrave Manor.

The post is part time seasonal: 20.25 hours per week from April to September on Thursdays, Fridays & Sundays, 10.00am-5.15pm.

PERSON SPECIFICATION

EXPERIENCE AND KNOWLEDGE

ESSENTIAL

Experience working in public and customer facing teams and delivering excellent customer care practice

Experience of using own initiative

Experience of operating EPOS systems and cash handling

Sales skills and confidence in upselling

Retail experience

Experience of assessing risk, implementing and taking responsibility for H&S in own area

DESIRABLE

Experience in retail display/hospitality

Knowledge and enthusiasm for history and heritage

First Aid certificate

SKILLS AND ABILITIES

ESSENTIAL

Excellent communication skills

Proactive and enthusiastic approach to work

Ability to work well as part of a team

Reliability and punctuality

Self confidence in dealing with people of all ages and abilities

Enthusiasm for and commitment to engaging non-traditional heritage audiences

Ability to work flexibly including weekends

EDUCATION AND QUALIFICATIONS

Essential

GCSE or equivalent at grade C and above in English Language and Maths.

For more information please contact Jo Cowley, Operations Manager on 01295 760 205.
To apply, please send a CV (up to 2 sides of A4) and covering letter outlining how you meet the requirements of this post to: jo.cowley@sulgravemanor.org.uk.

Closing date: Monday 4th February at 12 noon. Interviews will be held on 19th February at Sulgrave Manor.