

Job Description

Job Title **Front of House Assistant**

Department **Commercial**

Reporting to **Retail Manager**

Summary

Our Front of House Assistants are the first point of contact for all our visitors, so it is imperative they deliver excellent customer service by providing a friendly, efficient and informative welcome.

Job Role

- To provide exceptional customer service by offering a warm welcome and fond farewell to visitors
- Process ticket purchases in an efficient and prompt manner
- Provide information and assistance to visitors, identifying individual needs and assisting where possible
- To actively sell the Museum guidebook as well as encouraging sales of other Museum products and services
- To accurately record details supplied by our visitors for Gift Aid
- Process retail sales in an efficient and prompt manner
- Provide assistance with pricing of retail stock and replenishing merchandise
- To keep up to date and be fully aware of retail merchandise and current Museum exhibitions in order to assist visitors
- To maintain excellent standards of personal appearance

Competencies

Essential

- Previous experience of working in a busy retail environment
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills
- Conscientious, enthusiastic and motivated
- Ability to work as a member of a team, and to use your own initiative
- Cash handling skills
- Excellent organisational skills, with thoroughness and attention to detail
- Willingness and flexibility to work additional hours as and when required
- A willingness to undertake any training necessary

Desirable

- Supervisory experience desirable but not essential
- First Aid qualification
- Previous experience of working for a heritage/Museum/tourist attraction

Hours and salary

- Permanent, part-time post – 26 hours per week
- The hourly rate will be £6.95 or the National Living Wage £7.20 if applicable
- Weekend and Bank Holiday working will be required