

JOB SUMMARY

Post Title	Retail Assistant (Seasonal)						
Job Family	<i>Service Delivery</i>	Pay Range	<i>02</i>	Line Manager to others?	No	Role profile ref	<i>SD02</i>
Service Area	<i>Isle of Wight Heritage Service- Neighbourhoods</i>						
Line Manager	<i>Retail Manager</i>						
Location	<i>Dinosaur Isle Museum</i>						

Job Purpose

Reception, and retail sales in the museum shop. Cash and electronic transaction handling, restocking and stock control.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Welcoming customers to the museum, issuing tickets and providing advice on entering the exhibition and facilities.
- Operation of the tills to handle electronic and cash payments for admission and retail sales.
- Maintaining cash levels within the tills and cashing-up at the end of the day.
- Maintaining stock levels in the shop and arranging sales items on display to encourage sales.
- Ensuring orderly stock storage and timely replenishment of sales stock on display.
- Providing advice to customers to ensure they have an enjoyable experience.
- Keeping the sales/reception desk and the shop displays clean and tidy.
- Responding to telephone and email enquiries.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	<i>Excellent time keeping</i>	E	
Awareness and understanding of the customer's needs.	<i>Experience of working in a customer facing environment</i>	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>Experience of working in a retail and/or heritage attraction</i>	E	
Safe and competent use of relevant equipment / tools.	<i>Experience of use of electronic tills and cash/electronic transaction handling</i>	E	
Knowledge of relevant health and safety procedures.	<i>Working knowledge of health and safety</i>		D
Ability to communicate clearly to build trust both one to one and with groups.	<i>Experience of working with the public, providing clear and accurate advice</i>		D
Ability to follow processes, carry out and review procedures, record and monitor information accurately.	<i>Ability to accurately handle cash and enter details into the tills.</i>	E	
Basic literacy and numeracy.	<i>GCSE or equivalent English and Maths</i>	E	
Practical knowledge of ICT systems.	<i>Competent in use of standard Microsoft office applications.</i>	E	
Able to maintain accurate records as and when required.	<i>Familiarity with spreadsheets</i>		D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	<i>Able to communicate politely, clearly and accurately</i>	E	

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GCSE level qualifications or equivalent experience	<i>Qualifications to GCSE (or level 2 equivalent) including maths, English and possibly a modern foreign language</i>	E	
Other Requirements			
<i>An interest in Natural History or heritage</i>			
Organisation Structure (optional)			