

ROLE DESCRIPTION

Shop and Ticket Office Assistant

To **greet visitors**, care for shop and **operate till** selling tickets and shop items.

Times

Weekends & bank holiday Mondays in the summer season (May-September).
Wednesdays during the school summer holidays and occasional weekdays during the summer season.

Frequency

When needed (there is a rota for weekends)

Location

Shop and ticket office (Building H7) at main entrance to the site.

Access

Main entrance in Beaulieu Drive. Vehicles may be parked in the visitor car park.

Duties

1. To assist the Royal Gunpowder Mills staff with 'front of house' duties, providing a high quality service to visitors.
2. To sell entrance and Land Train tickets and gift shop items in the Shop & ticket office, which is at the main entrance to the site.
3. To greet visitors and give them some information about the site and the days events.
4. To watch over the shop and stock and keep the entrance area and shop displays tidy and attractive.
5. To assist in answering visitors questions and/or directing them to where they might find further information.
6. To carry out other appropriate duties from time to time.
7. To be prepared to engage with the visitors in a friendly and helpful manner.
8. To feedback comments favourable or otherwise to the duty manager.
9. To be vigilant and when necessary take appropriate action to ensure the safety of all on site and the security of facilities and contents.
10. To ensure that all work is carried out in accordance with the Company's Health and Safety policy and other relevant policies.

Skills/experience/attributes required

1. Ability to work with a wide range of the public.
2. Communication skills including, listening, observing, answering questions and explaining clearly and effectively.
3. Ability to handle money accurately and learn to use the till.
4. An interest in heritage/countryside/visitor attraction
5. Ability and enthusiasm to keep up-to-date with facilities and events.

Desirable skills/experience/attributes

1. Experience of working/volunteering in customer care.
2. Experience in retail/ticket sales
3. Ability to be flexible
4. First Aid Qualification