## **Role Title:**

Front of House & Retail Team Leader

## **Reports to:**

Head of Retail & Visitor Operations

**Hours:**

14 hours per week, working days to be confirmed at interview. Will include regular weekends

**Salary:**

£24,046pa pro-rata

## **Function:**

To assist in maximising the museum’s income from shop and ticket sales whilst maintaining customer service excellence in all aspects of museum operations. To line manage the FOH & Retail Assistant team and develop their performance and skills in customer care and sales.

To put our audiences at the heart of everything we do.

## **Duties:**

* To facilitate all ticket sales - know and understand product ranges – admission and retail. Offering the best product for the visitor’s needs (e.g. identifying opportunities for PASS PLUS / PASS vs. single site tickets)
* To facilitate capture of appropriate quality measures – e.g. email address, accurate data capture
* Supply accurate visitor information and orientation
* Operate a till and electronic point of sales and carry out all relevant financial accounting operations
* To be familiar with the history of the sites
* To ensure the highest level of customer service is given to all visitors and customers to the museum sites – through excellent welcome and exit experience
* To maintain cleanliness and tidiness within the Front of House, shop and entrance area at all times
* Ensuring all daily checks are carried out
* Assist with rep liaison and suppliers and preparation of orders for new stock and stock replenishment
* To assist and encourage visitors to purchase retail goods
* To ensure the shop is attractively presented at all times
* To undertake all required stock takes and stock checks
* To unload stock and display items in the shop and stock room, which may include lifting and bending
* Produce monthly staff rotas
* To answer the telephone and take messages where appropriate
* Assist with the training of the seasonal FOH & Retail Assistants
* To assist with the monitoring and development of the FOH & Retail Assistants performance
* To comply with the museum’s Health and Safety Policy and raise any issues relating to the health and safety of either employees or visitors
* To carry out required duties as part of the site fire plan and assist in training new members of staff
* To wear a uniform and name badge in line with the museum’s Dress Code policy
* Work across multiple sites with flexible working patterns and hours based on the needs of the business
* Any other duties commensurate with the post as requested.

## **Staff Reporting Directly:** FoH & Retail Assistants

**PERSON SPECIFICATION**

**Essential**

* Experience of working in a customer service environment
* Enjoys meeting a wide range of people
* Committed to delivering excellent customer service
* Excellent communication skills
* Ability to work as part of a team
* Ability to deal with financial transactions and handle money responsibly
* Systems and computer experience
* Flexible working as will include weekend working
* Full driving licence and access to own vehicle.

**Desirable**

* Previous experience in ticket and shop sales.

Signed (postholder): …………………………… Printed: ……….………….. Dated: …………..….

Signed (manager): ……………………………… Printed: …………………….. Dated: …………..….

**This job description is subject to periodic review.**