**JOB DESCRIPTION**

## **Job Title:**

Front of House & Retail Assistant

## **Reports to:**

Front of House & Retail Team Leaders

**Hours:**

As and when required

**Salary:**

NMW / NLW

**Location:**

Any of our 10 (7 during 2025) Museum sites around Ironbridge, a UNESCO World Heritage Site

## **Function:**

To assist in maximising the Museum’s income from shop and ticket sales whilst maintaining the Museum’s good name and reputation for excellence.

You will always strive to put our customers at the heart of everything we do.

## **Duties and Responsibilities:**

* To put our customers at the heart of everything we do
* To continually ensure the highest level of service is given to all visitors and customers to our sites
* To sell tickets to visitors, operate a till and adhere to the Museum’s cashing up procedures
* To assist and encourage visitors to purchase retail goods
* To engage with customers waiting to access our sites
* To encourage visitors to Gift Aid all applicable ticket sales
* Know and understand product ranges
* To unload stock and display items in the shop, which may include lifting and bending
* Supply accurate and relevant information to visitors
* To be familiar with the history of the Museum’s sites
* To maintain cleanliness and tidiness within the Front of House and shop area at all times
* To answer the telephone and take messages where appropriate
* To comply with the Museum’s Health and Safety Policy and bring to the attention of the Front of House Manager 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 in line with the Museum’s Customer Service Charter and dress policy
* Any other duties commensurate with the post as requested.

**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
* 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.**