

# Job Description



<b>Job Title:</b>	<b>Shop and Admissions Assistant</b>
<b>Department/Section:</b>	Rare Breeds Centre - Shop
<b>Reports to:</b>	Shop & Admissions Manager
<b>Principal Contacts:</b>	Members of the public Finance & Commerce senior manager Farm & Attraction Manager & farm staff Catering manager & staff Property & Infrastructure Manager Marketing / Reception Assistant Marketing & Events Manager Cashier / Finance Assistant Fundraising team House managers/care staff ICT co coordinator Maintenance team
<b>Job Purpose:</b>	To assist the Shop & Admissions Manager in the smooth running of the shop & admissions
<b>Responsible for:</b>	<b>People: N/A</b> <b>Finance: N/A</b> <b>Other physical resources: Equipment</b>

## Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. To help ensure the smooth running of the shop & admissions & providing all internal & external customers with consistent customer service.
2. To serve customers in the shop and at admissions, operating the till and ensuring gift aid is carried out where applicable.
3. Opening up, cashing up & closing the shop, in liaison with the finance cashier regarding floats & takings.
4. To ensure large amounts of takings are placed in the correct safes & the correct security measures are adhered to at all times.
5. Preparing the shop for opening.
6. Adhere to all shop & admission procedures.
7. To assist with school & group admissions at admissions in liaison with the marketing & reception assistant.
8. To maintain good communication with all the farm & catering staff & management to exchange information, this will also include communicating by radios.
9. To liaise with the Farm Manager or Assistant Farm Manager regarding any farm attraction issues or customer complaints in the absence of the Shop Manager.
10. To complete relevant report forms & contact the Property & Infrastructure Manager in an event of an



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accident or incident.

11. To liaise with the Finance Manager with any shop & admission issues or any customer complaints that may occur in the absence of the Shop Manager.
12. To liaise with the maintenance team or their admin assistant to resolve maintenance/repair issues.
13. To liaise with the ICT co coordinator with any issues, faults or breakdowns with IT equipment.
14. To assist with smooth management with RBC events including briefings from the events manager.
15. Replenish stock on the shop floor when necessary.
16. Receive, unpack & price new deliveries of stock.
17. To ensure that high levels of cleanliness are maintained in the shop and ensure health and safety standards are met and maintained.
18. To positively contribute to the sales activities within the Trust to maximise sales opportunities.
19. To assist and support the Trust's service users in learning and undertaking retail skills.
20. To communicate with the fundraising team regarding events, fundraising & donation enquiries
21. To liaise with the Property & Infrastructure Manager regarding any health & safety concerns & IT issues in the absence of the ICT co coordinator.
22. Dealing with reception enquiries including answering the telephone at weekends & when reception is not manned.
23. Dealing with customer enquiries which may include lost children, First aid, and lost property & parking issues.
24. To have good communications with our house managers & support workers in regards to our residents that work or volunteer in the shop. To keep them informed with any new or ongoing issues with them.
25. Assisting with training with new members of staff & volunteers.
26. To attend training sessions for updates & training.
27. To assist in stock take.
28. Adhere to COT policies & guidelines at all times.
29. Working alongside our residents & students also dealing with any issues or enquiries they may have.
30. Communicating with the public via the tannoy system.
31. During sickness or holiday of Shop Manager may also order stock, receive and unpack booking in stock onto IT back office system, 1st aid, online shop, organise rotas or implement any changes, delegate and prioritise jobs to staff and volunteers.



# Additional Information



## **Driving:**

There may be a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car, Tractor & Trailer, Quad Bike, Van and other ancillary equipment. Driving license details will be required and reviewed on an annual basis.

## **Variation to Usual Working Hours:**

There is no requirement for the post holder to participate in an 'on-call' rota. However, they may occasionally be required to work outside of their usual working pattern/hours in order to attend to external meetings, supplies/deliveries, training or external events and open days.

## **Display Screen Equipment Usage:**

The Post holder is regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

## **Lone Working:**

There is a requirement for the post holder to lone work during the course of the working day.

## **Night Workers:**

The Post holder is not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their normal rostered duties.

## **First Aid:**

There is no requirement for the post holder to be a qualified first aider.

## **Physical Effort:**

- Frequent (daily) moderate physical effort is required for this role throughout the day.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking, carrying, standing, kneeling, loading/unloading, moving equipment/stock, working in restricted spaces and outdoors.

## **Mental Effort:**

- Frequent periods of concentration are required when dealing with customers, service users, interpreting information, communicating, record keeping and administration tasks.

## **Emotional Effort:**

- Maintaining a positive attitude when dealing with stressful or emotional situations.

# Person Specification



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<b>Department:</b>	Rare Breeds Centre - Shop		
<b>Reports To:</b>	Shop & Admissions Manager		
<b>Specification Headings</b>	<b>Essential</b>	<b>Desirable</b>	<b>How to Assess</b>
<b>Experience:</b> (Duration, type & level of experience necessary)	<p>Previous experience in a similar retail environment.</p> <p>Previous experience with dealing with customer complaints &amp; queries face to face or via the telephone</p>	<p>Some previous experience with working alongside people with learning disabilities.</p> <p>Experience of working within a tourist attraction.</p> <p>Previous experience of coaching &amp; training.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Qualifications:</b> (Number, type, level of qualifications. Equivalent experience, if appropriate)	A good standard of secondary of education.	NVQ 2 or similar in retail, tourism, travel or customer service.	<p>Application Form</p> <p>Proof of award</p>
<b>Skills, Knowledge &amp; Aptitude:</b>	<p>To be a good communicator verbally &amp; written.</p> <p>Prioritising &amp; planning your day.</p> <p>To be able to solve problems.</p>	<p>To be able to use your own initiative.</p> <p>To be able to respond quickly to situations that may arise.</p> <p>Gift aid legislation</p>	<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
<b>Personal Qualities and Behaviours:</b>	<p>To have a professional manner</p> <p>To be honest, reliable, patient, considerate, enthusiastic, self-motivated.</p> <p>To be able to remain calm under pressure.</p> <p>To be able to work alone &amp; as part of a team.</p>		<p>Interview</p> <p>References</p>
<b>Other Requirements:</b> (factors which are ideally required for an individual to carry out the full duties of the job)	<p>Ability to be flexible in hours including weekends, events &amp; bank holidays.</p> <p>Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer).</p> <p>Able to demonstrate compassion and empathy for the people we support.</p>		<p>Interview</p> <p>Appropriate documentation</p>

