



Northumberland Estates Job Description

1. Post Details

Job title: Seasonal Retail Assistant

Directorate: Northumberland Estates

Function: Visitor Services, Syon House and Gardens

Post reports to: Visitor Centre Supervisor

2. Purpose of job: To welcome and sell tickets to Syon House & Garden visitors

3. Principle accountabilities

3.1 To greet visitors and provide excellent customer care at all times

3.2 To generate ticket sales and the sale of merchandise

3.3 To open and close the Visitor Centre and monitor general security (Occasionally the assistant will be a lone worker)

3.4 To handle cash and card transactions and cash up tills

3.5 To generate end of day reports

3.6 To assist with deliveries, pricing stock and merchandising

3.7 To assist with stocktaking

3.8 To practice good housekeeping and make sure the shop, outdoor and office areas are kept tidy

3.9 To operate the bollard daily and deal with main switchboard telephone enquiries at weekends

4. Communication

4.1 To keep management informed regarding any visitor related issues, feedback etc.

4.2 To keep the estate office informed regarding any potential security concerns

5. Records Management

5.1 All records created by staff in the course of working for Northumberland Estates, whether in Northumberland Estates premises or elsewhere, are the property of

Northumberland Estates and should be kept securely in accordance with the Records Management Policy

5.2 All staff are obliged to create records necessary to account for their actions, document the discharge of their responsibilities, and to allow colleagues and management to understand the context of their work and continue their tasks as necessary in their absence

5.3 Staff must maintain paper and digital records in well-ordered and documented filing systems such that they can easily retrieved when necessary

5.4 All staff should regularly review their paper and digital records in line with the relevant retention schedule and follow the instructions thereon

6. H & S (Accident and Investigation)

6.1 To be aware of any action that could cause potential harm or damage

6.2 To fully understand and comply with best practice in all areas of the Estate's health and safety/security policies, risk assessments, procedures and practices

6.3 To be willing to take a Disclosure and Barring Service check

7. Training

7.1 To attend any training courses required to fulfil the role

8. Qualifications

8.1 To have a good general education; with literacy and numeracy skills

8.2 To enjoy and have experience of dealing with the public

8.3 To have excellent selling skills

8.4 To enjoy being part of a team