RETAIL & OPERATIONS ASSISTANT (APRIL TO OCTOBER 2024)

PERSON SPECIFICATION

FEBRUARY 2024

The role of Retail & Operations Assistant is to support the Visitor Services Manager in retail & day to day site operations. This role is customer facing & as such you should be proficient in delivering exceptional customer service to all our visitors. This role is diverse & requires candidates to be adaptable, proactive & willing to engage with everyone.

We are proud to be a 5-star visitor attraction and want to make sure everyone enjoys their visit to Rosslyn Chapel. To do that, our team consistently deliver the highest standard of service.

**Essential:**

* Reliable.
* Open to flexible working & available to work weekends.
* Interest in the history/heritage/tourism sector.
* Experience working in a frontline customer service / retail environment.
* Experience of stock management.
* Experience of using Microsoft Excel & Word.
* Experience of ordering stock & using an EPOS system.
* Full UK Driving Licence.
* Smart, tidy appearance.
* Cheerful, positive manner.
* A confident and enthusiastic communicator
* Able to work using own initiative.
* Ability to interact well with a wide range of people and personalities.
* Able to follow emergency procedures.
* Ability to retain information.
* Willingness to carry out basic cleaning duties.
* Able to work full length of contract.
* Willingness to attend training sessions & meetings outside normal working hours.

**Desirable:**

* Ability to speak a foreign language.
* An interest in Scottish History in general, and in particular, Rosslyn Chapel.
* Own transport.
* First Aid Training.