



Post title	Retail and Reception Assistant
Division / Section	Culture / Cultural Venues – Museums and Galleries
Department	City Strategy and Economy
Responsible To	Retail Manager
Number of post holders	
Acting up/ Secondment	

Purpose of Job

To assist with the delivery of the retail and reception operation in Cultural Venues.

MAJOR TASKS/JOB ACTIVITIES

Undertake retail sales duties and provide excellent customer service in the retail outlets in 4 retail outlets across Cultural Venues.

Undertake reception and related administration duties.

Supervision and Management of People

None

Creativity and Innovation

Take initiative in promoting sales to visitors.

To be creative in establishing attractive displays of merchandise in order to maximise sales.

Responds to visitor inquiries and requests and to offer alternative solutions to meet customer needs.

Contacts and Relationships

Deals with visitors of all ages and abilities, local, national and international.

Has daily contact with Museum and Council colleagues.

Deals with contractors and external providers of goods and services on a regular basis.

Decisions (Discretion)

Makes daily decisions on appropriateness of information provided to visitors.

Prioritises courses of action when venues are very busy and there is pressure from customers.

Ensures that sales transactions are correct and accounting procedures adhered to.

Responds to more complex situations when manager is absent.

Makes time management decisions to achieve daily/weekly objectives.

Decisions (Consequences)

The service delivered impacts on the quality of the cultural offer and reputation of the City both nationally and internationally.

Resources

Shared responsibility for security of stock and for the banking of shop, coin machine and donations income in excess of an average of £500 per day.

Environment – Work Demands

Required to work in any of the Museum shops and has to be able to adjust to the different venue and product profile of each.

Deliver to changing demands and priorities in daily operation of shops.

Deliver a service which meets visitor needs and income generation targets.

Works unsupervised on a daily basis but reports to the retail manager any issues that arise.

Environment – Physical

Shop and reception venue based with some desk time required.

Manual handling is necessary for dealing with delivery and merchandising of goods.

Much of the work involves standing when dealing with visitors, maintaining displays of merchandise and in the operation of the till and retail system.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Excellent literacy, numeracy, inter-personal and selling skills. `

IT literate and be able to time-manage efficiently.

Good knowledge of collections, buildings, exhibitions and tourist Edinburgh.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).