

Dunstable Town Council

Community Services

JOB SPECIFICATION

Job Title: Priory House Shop Assistant

Department: Community Services

Responsible to: Priory House Assistant Manager

Responsible for: No one

Main Purpose of Job

1. To create a welcoming presence to customers and visitors as part of the Front of House team at Priory House.
2. To be a sales person for Shop Stock, Priory Pantry, Dunstable Tea, coach and rail tickets and other items both on and off site (local markets and other events).
3. To support the effective administration of Priory House by recording necessary data and statistics.
4. To take bookings for events and functions at Priory House and the Tea Rooms, assisting with customer enquiries and ensuring the customer's requirements are met on the day.
5. To provide cashier function, taking payments in various forms.

Main Duties

1. Receive and record revenue from sales within the Gift Shop, Tea Room, books and third party ticket sales.
2. To respond to client enquiries by telephone, letter, e-mail or in person in a prompt and efficient manner to ensure clients are provided with accurate and up to date information and literature to meet their requirements.
3. To provide information and take bookings, following the relevant procedures, for the use of Priory House and Tea Rooms as a function and events venue, recording the revenue on the relevant spreadsheets and using a computerised diary.
4. To maintain stock levels of Tourist Information brochures and leaflets.

5. Ensuring a clean, tidy and welcoming environment in the Tourist Information Centre (TIC) & Gift Shop.
6. To maintain filing and indexing systems of the TIC in order to facilitate appropriate, swift and easy retrieval of information material.
7. To record statistics for the number and nature of enquiries.
8. To support functions and events including out of hours working (weekends and evenings).
9. On occasion work in the Priory House Tea Rooms, assisting the Tea Rooms' team in general tasks associated with running the Tea Rooms.

Person Specification

Essential

1. Excellent oral and written communication skills educated in English GCSE or equivalent grade C or above.
2. To have experience of working in customer service or retail.
3. Experience of dealing with the public both on the telephone and face to face in a confident and friendly manner.
4. Experience of cash handling, and educated in Mathematics GCSE or equivalent grade C or above.
5. Experience of using computerised systems including; Excel, Word, Outlook and the internet.
6. Ability to work under pressure whilst displaying flexibility and a calm approach.
7. Ability to work as part of a team.
8. Ability to work methodically, paying attention to detail and on own initiative within the relevant systems and guidelines.

Desirable

1. Experience of working with volunteers.

Complexity and Creativity

The post holder will be expected to assist in the delivery of initiatives that assist in improving the economic viability and sustainability of Priory House.

This role covers a high profile area of the Council's range of services and under the guidance of the Priory House Management team the post holder will assist in the delivery of services and events at Priory House and Tea Rooms and other external venues.

This role may require the post holder to work additional hours on Sundays and some evenings for which payment will be made or time off in lieu may be taken in accordance with the needs of the Council.

Judgement and Decisions

The post holder will not be expected to have to make any strategic decisions, but will be required to use their judgement on operational day to day tasks. However, even with these decisions there will still be support from the management team as and when required.

Contacts

Internal 40%
Councillors, all Council staff.

External 60%
Representatives from partner organisations, members of the public, contractors, volunteers.