



# NEW FOREST CENTRE

L Y N D H U R S T

## **JOB DESCRIPTION**

### **Job Title:**

Front of House Supervisor

### **Hours:**

As per your contract hours. The Front of House Supervisors are also expected to be available to work flexi-hours covering for Front of House annual leave entitlement and/or sick leave as part of the Front of House staff rota. This could include some Bank Holiday cover.

### **Purpose of Post:**

The primary purpose of this role is to provide a high standard of visitor welcome and care. Reporting to the Retail Manager the post involves the supervision of all front of house activities for both the Trust and the Trading Company. The main responsibilities include:

- Operating the Gift Shop in a professional manner
- Signposting visitors to the Museum, Gallery and Library facilities
- Signposting visitors to the Visitor Information Centre
- Promoting the main activities of the Charity
- Promoting the key messages of the Charity and its principal partners
- Maximising visitor enjoyment, ensuring that high standards of customer service are maintained at all times

### **Reports to:**

Retail Manager

### **Key tasks and responsibilities:**

The key tasks and responsibilities listed below are not intended to be a definitive list of tasks and as such should not be limiting in their nature.

#### **Health, Safety & Security**

- Be responsible for security of the building which will include checking of external doors and windows; locking all internal doors at the end of the day and opening or setting the building alarm system if first to enter or last to leave, as necessary
- Ensure that the shop area is never left unattended and only leaving the reception desk when appropriate in order to carry out essential Shop or Front of House duties
- Ensure that the Front of House reception desk and shop area are kept tidy and welcoming
- Be conversant with the Centre's fire regulations and emergency procedures and assist with the evacuation of the Centre in event of an emergency
- Ensure all work is carried out with due regard to the Health and Safety at work and Equal Opportunities policies.

#### **Cash Handling & Till Operations**

- Operate the till, including cash and payment card transactions and cashing up procedures
- Process of Temporary Exhibition sales

## **Customer Service**

- Assist in all Front of House and Gift Shop duties in line with the demands of the Trust and the Trading company.
- Welcome all visitors to The New Forest Centre, assisting customers with their purchases and requirements
- Be conversant with and share with customers the Centre's events' and educational activities' programme, selling tickets and taking bookings etc. as required
- Answer public enquiries received at Front of House or forward to an appropriate person

## **Operational Duties**

- Be conversant with the Museum and Gallery displays and how to switch on and off at the beginning and end of the day
- Keep an accurate record of hours worked which should be available on request
- Give assistance to other members of Centre staff as and when required
- Liaise with Centre volunteers as required

## **General**

- Be conversant with the Centre's Fire Regulations and Emergency Procedures and assist with the evacuation of the Centre in the event of an emergency.
  - Attend staff meetings and take notes.
  - Undertake personal training and development opportunities.
- Carry out any other duties commensurate with grade and responsibilities such as assisting with banking: the annual stock check: checking in of stock: pricing up: shop displays with the guidance Retail Manager and in the absence of the Retail Manager or Assistant

## **PERSON SPECIFICATION**

### **Experience**

- Experience of working in a retail/customer service environment
- Experience of handling cash in a formal environment
- Experience of the tourism/heritage sector is desirable

### **Skills/personal characteristics**

- Effective verbal communication
- Good team working and flexible approach
- Resilient and approachable
- Ability to follow instructions
- Attention to detail
- Ability to resolve problems
- Demonstrating self- motivation, initiative and confidence
- Calm, customer focussed approach to duties

### **Other**

- An understanding of individual and supervisory responsibility in complying with the Health and Safety policies and arrangements.