

Job title: Retail & Admissions Assistant

Job family: Commercial and Development

Job ref:

Job family definition

Roles within the Commercial Services job family are focused on increasing and generating income, through creativity, branding, innovative business development, and funded projects. In order to make Eden sustainable, successful and a leading, value-for-money visitor attraction.

Role purpose

As part of the retail and admissions team you will be responsible for welcoming visitors in our ticketing department and processing their entry. You will be responsible for wishing our visitors a fond farewell in retail, processing their purchases and helping to merchandise products on the shop floor. As one team you will deliver a consistent world class experience for our visitors.

Key accountabilities

1. To ensure the highest levels of customer service are delivered across retail outlets including webshop and admissions; maintaining a friendly, polite and professional tone and approach at all times.
2. To ensure accurate till transactions whilst engaging with visitors to welcome them and to bid them a fond farewell. Where visitors arrive without a timed entry slot (minimum anticipated) ensuring that the ticket sale process includes maximising Gift Aid income.
3. To take ownership of the area you are working in ensuring that your till area is well presented. Assist with merchandising on the retail shop floor creating attractive commercial displays, ensuring all retail products are priced, core lines replenished and any out of stocks are communicated to a line manager in order to maximise sales.
4. Aim to understand and assist visitors with their health & safety and welfare in mind. Working with colleagues and line manager to ensure concerns and problems are dealt with appropriately.
5. Keep up to date with Eden's daily activities and events to inspire visitors to discover Eden and everything it stands for. Learn about retail products and their provenance to engage the visitors to help them make informed choices and to promote sales. Be familiar with the guidebook so that recommendations and sales can be made at ticketing.
6. With the appropriate training and support you may be required to work in the hospitality and events, stewards and car parking teams according to business need.

Demands of the role

Education & qualifications	Experience of working in a sales team and using relevant systems. Qualified to GCSE or equivalent/relevant NVQ level 2 qualifications or National Diploma/Certificate. Excellent numeracy and literacy skills required.
Knowledge & skills	Previous experience within a customer facing role is desirable, as is experience of working with an EPOS system. Knowledge and skills will be taught through our on the job training although confident keyboard skills and ICT literacy will be essential to adapt to this training. A thorough knowledge of Eden and retail product stories will be provided as part of the jobholder's on the job training.
Decision- making	The majority of decisions are routine and governed by well-established procedures. Unusual events or situations will be referred to the jobholder's line manager.
Resourcefulness	Contributes ideas and suggestions designed to enhance and improve service, displays and the visitor experience.
People & asset management	May be required to assist less experienced colleagues from time to time. Shared responsibility of equipment used within the team and shared responsibility for retail stock. Responsible for the accuracy and probity of till transactions.
Communication & visitor experience	Providing a confident and professional level of communication exchanging a variety of information. There is a regular need to respond to questions and to provide information about the various products on offer. The jobholder is expected to promote and sell certain products as directed in order to maximise sales.
Operational environment	This role requires the jobholder at times to stand for long periods of time and to move stock. Other elements of the role are desk based. Weekend and evening working is a regular feature of this role.