

## Job description

<b>Job title:</b>	Sunday Sales Advisor – part time		
<b>Directorate:</b>	Place	<b>Salary:</b>	£5,174 to £5,416 per year Including: £148 London Weighting  (FTE £25,525 to £26,718 per year including £729 London Weighting)
<b>Section:</b>	Parks & Countryside	<b>Grade:</b>	BG-J SCP 3-6
<b>Location:</b>	The Look Out Discovery Centre	<b>Work style:</b>	Fixed - Sunday 09:15-16:45

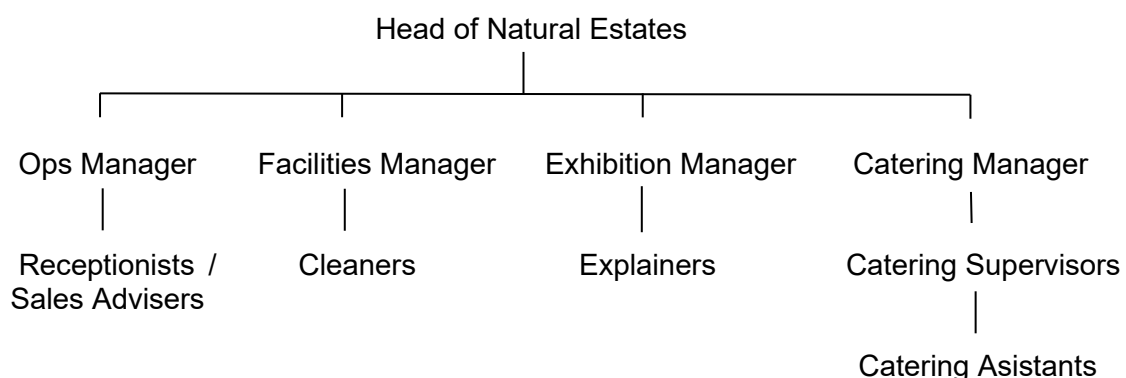
### Key objectives of the role

To ensure the smooth operation of the gift shop at The Look Out Discovery Centre

To ensure a high standard of provision and promote a quality service to the public and ensure that the gift shop is clean, tidy and safe.

To promote an excellent image of the centre and its staff at all times and to work effectively as a member of a team, being at ease with people of all ages, backgrounds and abilities.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

To operate the till and credit card machine, ensuring the float and the takings are correct and to operate the electronic point of sale stock control system.

To deal with deliveries, checking against orders, pricing and putting away.

To arrange effective displays of products and to stock take at regular intervals.

To serve customers, help where necessary and to present a quality image to customers.

To be sensitive and take the initiative in caring for the needs of the visitors including groups and individuals in making them feel welcome. To monitor customers and ensure the security of the goods.

To promote shop goods by demonstrating.

To observe health and safety regulations at all times. To implement the corporate and The Look Out's health and safety policies and procedures.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

To undertake other responsibilities as directed, which are compatible with the postholders' role, qualifications and experience, in the interests of the authority and its services.

## Scope of role

- The post has a key role in ensuring visitors to the gift shop have a highly satisfactory visit, maintaining quality standards to the general public and the image of The Look Out.
- Customer satisfaction is necessary to ensure repeat visits and promote recommendations to other potential visitors.
- The centre has approximately 370,000 customer visits per year, of which around 142,000 enter the exhibition.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

### Person specification

Key criteria	Essential	Desirable
<b>Skills and qualifications</b>	<p>Health and safety *</p> <p>First aid certificate*</p> <p>Safeguarding*</p> <p>(*Training will be given as required)</p>	<p>GCSE English/Maths grade C or above.</p> <p>Shop – Electronic point of sale.</p> <p>IT qualification(s).</p>
<b>Competence summary</b> (Knowledge, abilities, skills, experience)	<p>Customer care.</p> <p>Some knowledge of health and safety.</p> <p>Shop/selling experience.</p> <p>Cash handling.</p> <p>Ability to communicate with all age groups and abilities.</p> <p>An understanding of and commitment to the requirements for safeguarding children, young people and vulnerable adults.</p>	<p>Working within a customer focused environment/shop.</p> <p>Dealing with sales reps and suppliers.</p> <p>Working in a visitor centre/hands-on science centre.</p> <p>Working with children/public.</p> <p>Knowledge of the leisure industry/visitor centres.</p> <p>Ability to use computer applications.</p>
<b>Work-related Personal Requirements</b>	<p>Reliable.</p> <p>Safety/security conscious.</p> <p>Ability, willingness and flexibility to work hours to ensure the consistent provision of services, cover for other staff absences, attend staff meetings and training.</p> <p>Ability to cope under pressure and use own initiative.</p>	
<b>Other work requirements</b>	<p>A satisfactory Disclosure and Barring Service check.</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p>	

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**Role models and demonstrates the Council's values and behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

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**All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.**

