Job Description –RHDC Retail Assistant

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| Job Title: Rye Harbour Discovery Centre Retail Assistant  Department: Operations  Reporting to: RHDC Manager  Place of Work: Rye Harbour Discovery Centre |

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| **Job Purpose**   * To support the successful overall operation of the Rye Harbour Discovery Centre (RHDC) ensuring high standards of visitor experience and customer service.   This job description is a reflection of the current position and may change. |

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| **Responsibilities**   1. Ensure the Discovery Centre is welcoming and safe to all visitors, volunteers and staff 2. Ensure H&S compliance is maintained within all areas of operation within the RHDC and reporting as appropriate 3. Assist with maximising the income generating potential of the RHDC (including shop sales, donations and membership recruitment) 4. Responsible for all opening and closing procedures at the RHDC when on duty 5. Responsible for till reconciliation at the end of the day 6. Support volunteers in their roles at the reception desk providing information about the reserve and manning the retail space 7. Inputting data and updating the EPOS system 8. Assist with the overall management of the building, including occasional cleaning as required 9. Support the RHDC team and colleagues as required 10. Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity 11. Comply with the requirements of Data Protection and GDPR 12. Have a flexible approach to working hours**,** working unsociable hours, evenings and weekends (and emergency cover), as part of an agreed rota is required 13. Responsible for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of Health and Safety Regulations 14. Comply with the Trust’s Policies and Procedures 15. Comply with the Trust’s Behaviour Framework.   The above list should not be regarded as exhaustive, from time to time staff may be required to carry out other such duties as determined by the Trust. |

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| **Key Relationships**  Internal   1. RHDC and wider Reserve Team 2. Teams across the whole Trust 3. Volunteers   External   1. RHDC customers and visitors 2. Friends of Rye Harbour 3. Funders and donors 4. Suppliers and contractors |

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| **Experience** | ***Essential*** | ***Desirable*** |
| A minimum of 1 years’ experience in a comparable role  (customer service, retail management, volunteer coordination) | ✓ |  |
| Experience of working in the tourism or visitor experience industry | ✓ |  |
| Experience of monitoring and recording Occupational Health and Safety compliance |  | ✓ |

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| **Knowledge** | ***Essential*** | ***Desirable*** |
| Good understanding of retail stock management and EPOS systems | ✓ |  |
| Knowledge of how to deliver exemplary customer care and generate customer loyalty | ✓ |  |
| Demonstrable understanding of volunteering and the community sector |  | ✓ |
| Sound understanding of GDPR and Data Protection regulations |  | ✓ |

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| **Skills** | ***Essential*** | ***Desirable*** |
| Ability to work across teams and with a wide range of people | ✓ |  |
| Excellent IT skills | ✓ |  |
| Excellent communication skills - both written and verbal, to diverse audiences through different media, including social media | ✓ |  |
| Excellent organisational and administrative skills, ability to work under pressure and to meet deadlines | ✓ |  |

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| **Personal Qualities** | ***Essential*** | ***Desirable*** |
| A demonstrable personal commitment to wildlife and taking effective action for wildlife | ✓ |  |
| Having diversity and inclusion as core values | ✓ |  |
| A high level of commitment, enthusiasm and self-motivation with a flexible and professional approach to work | ✓ |  |
| A self-disciplined approach to work | ✓ |  |
| Ability to work co-operatively as part of a team and to support colleagues where appropriate | ✓ |  |
| Imagination, resourcefulness and diplomacy | ✓ |  |
| The ability to have challenging and constructive conversations | ✓ |  |