

## Seasonal Retail & Admissions Assistant (16 hours per week)



### Imperial War Museums

For full details of this seasonal vacancy, please see the downloads section below. However the Principal Accountabilities of the role include the following:

- To ensure that excellent customer service standards are delivered at all times.
- To accurately record visitor profiles and numbers through the electronic admissions system
- To ensure you have a good knowledge of IWM, the collection and the location in order to provide visitors with general information regarding their visit
- To promote and maximise the sales of the IWM's Guidebooks and where applicable, audio guides
- To promote and maximise the sales of tickets for special events, exhibitions etc.
- To maximise sales in the shop(s) through proactive selling and excellent product knowledge
- To answer customer enquiries and deal with complaints calling on the support of the management team when appropriate
- To ensure that the IWM's financial and cash handling procedures are strictly adhered to in relation to audit and security requirements
- To help maintain the accuracy of the EPOS System by ensuring the stock is correctly keyed at point of sale, customer returns, write-offs, markdowns, price changes and supplier stock returns are administered according to retail guidelines
- To assist with deliveries ensuring that stock is safely and neatly stored in the stockroom and that relevant paperwork is completed accurately and without delay
- To ensure that stock is correctly ticketed and coded and that when scanned at point of sale prices are correct
- To ensure that both shops and admissions desks are clean, well presented and merchandised to the highest of standards at all times.
- To inform the Retail and Admissions Management Team when stock or sundries are running low
- To assist the Management Team with the preparation and counting of stock at all stock takes in accordance with IWM requirements and procedures.
- To work on a rota which will include regular weekend working, including Bank Holidays and occasional evening and early morning working for stocktaking and special events
- To attend daily morning briefing and weekly training sessions
- To ensure your punctuality, attendance and personal appearance meets the IWM's standards
- To ensure that you are fully aware of all Retail & Admissions policies and procedures and are also well informed of any changes to policies and procedures within IWM as a whole.

Please note the closing date for this position is noon, 05 March 2012. However the vacancy will be removed from this website on 04 March 2012.

<b>Location:</b>	IWM North, Manchester
<b>Category:</b>	Front of house/visitor services
<b>Duration:</b>	
<b>Type of Contract:</b>	Temporary
<b>Hours:</b>	Part Time
added: Feb. 21, 2012	deadline: March 4, 2012

More information: <http://www.iwm.org.uk/>