

WILTON ESTATE

JOB DESCRIPTION

DEPARTMENT:	Tourism
JOB TITLE:	Admissions/Gift Shop Assistant
REPORTING TO:	Admissions and Shop Manager
NAME:	
JOB No:	TO10b

MAIN PURPOSE OF JOB:

This is a temporary position in the Wilton Estate Gift Shop during the tourist season. The position is expected to last approximately five months: three days per week:- Tuesdays, Wednesdays & Sundays.

As introductory representative of Wilton House to the public, to deal with the reception of visitors in a friendly, courteous, professional and welcoming manner, issuing appropriate tickets and serving in the Shop. To deal with the day to day running of the Shop.

KEY TASKS:

1. To gain a good knowledge of stock through checking, pricing, recording and stock control. Working with colleagues, to check deliveries and ensure accurate pricing and recording. To ensure delivery notes are accurately checked and filed for future reference. To assist with stocktaking as required.
2. To liaise with checking deliveries, maintaining a barcode system for stock and setting sale prices for goods where required.
3. To deal with stock control, including monitoring stock levels during the season, liaising with the Shop Manager for the carrying out of stock checks as necessary, and ordering of stock where required.
4. To clean and re-stock shelves, and display goods to their best advantage, and give assistance and information on stock where required to visitors.
5. Deal with sales including the accurate operation of both Admissions and Shop tills.
6. To promote the Gift Aid Scheme on site to visitors.

7. To promote the Wilton House membership scheme to visitors, having a good knowledge of members' benefits, to process memberships at the till where required and deal with any membership queries that may arise.
8. To promote the Historic Houses Association Scheme and to process membership applications and any free entry schemes, e.g. Great British Heritage Passes.
9. To process redemption voucher schemes.
10. To ensure all advertising notices are accurate, up-to-date and displayed appropriately to best advantage.
11. To promote and sell tickets for events held at Wilton House.
12. To assist the Shop Manager and other staff in ensuring that work on the Admissions desk and in the shop is carried out to the highest professional standard.

TERMS AND CONDITIONS:

1. The post holder will be expected to work between the hours of 10.45am and 5.30pm. A daily lunch break of half an hour is to be taken in co-operation with associate co-worker.
2. The rate of pay is £7.20 per hour, rising to £7.50 per hour in April 2017, and on bank holidays £10.80 per hour, rising to £11.25 in April 2017, in line with the National Living Wage.
3. Staff are entitled to a Garden Membership Card admitting the holder plus one to Wilton House grounds for the duration of the season **or** one complimentary ticket admitting up to two adults and two children to the house and grounds.
4. Staff are also entitled to take part in the Staff Discount Scheme for Wilton House Gift Shop, Palladian Restaurant and Wilton House Garden Centre.

PERFORMANCE INDICATORS:

1. High presentation of and standard of goods. Cleanliness of shop
2. Quality of welcome to visitors
3. Accuracy of cash handling.
4. Accurate supply of information and issuing of tickets
5. Competent use of Admissions/Shop tills
6. Accuracy of stock control and pricing
7. Liaison with all tourism staff when open to the public

Agreed by Job Holder

Signed **Date**

Agreed by Job Holder's HOD/Supervisor

Signed **Date**

20.12.16