



Job Title: Retail FOH Seasonal Team Member

Reports to: Retail Manager

Hours: 5 days per week (Monday to Friday 12.30pm – 5.30pm). Late July till the end of August.

Location: Mary Rose

Salary: £13.10 PH

Contact email: If interested in applying please contact museum@maryrose.org

The Mary Rose Trust is a limited charitable trust, formed in 1979. It is responsible for conserving and displaying the Mary Rose hull and her unique collection of artefacts for this and future generations. It is also responsible for developing the museum as a world-class visitor experience and as a scientific and educational resource.

The Trust's vision is to sustain the Mary Rose and her collection as a leading museum and consistently provide a world class visitor experience.

Main Purpose of Job

Working within the Mary Rose Museum shop you will be on the shop floor interacting with customer who are about to or just finished an amazing visit of the world's best Tudor collection.

Demonstrating high standards of customer service you will interact with customers offering support, suggesting products, upselling offers, host tastings all whilst assisting with completing customer till point transactions.

Exemplary customer service and presentation

- To provide a consistent excellent service to our visitors that ensures their expectations are exceeded and respond courteously and appropriately to visitor enquiries and feedback.
- To maintain a high level of personal presentation standards at all times, welcoming visitors into the shop.
- To interact with customers within the museum shop, offering advice and information throughout the day
- To maintain excellent standards of presentation in the retail area, good housekeeping of shelves and display areas and to ensure that merchandising is well presented at all times.
- To provide introductions of the museum for visitors, where applicable.

Commercial Awareness

- Being proactive in the selling of retail merchandise, ensuring accuracy of all transactions involving income to the museum. Restock shelves as needed or under instruction of Retail Manager.
- Deliver targets per visitor for guidebook sales and retail spend per head.
- Understand the commercial objectives of the charity and strive to exceed the targets set, to include: visitor admission, retail income and increasing spend per head.
- Keep the retail area clean, tidy and dusted.
- To adhere to all financial procedures to include till operation and banking and safeguarding of monies, to implement amendments to standard procedure as instructions may dictate.
- To adhere to licensing laws.
- Process stock deliveries as required, ensuring all procedures are completed.
- To undertake any other tasks and duties reasonably required by the management team.

Personal Specifications

Experience of providing excellent customer service.

Experience of retail sales and promotion.

Experience of dealing with cash transactions on electronic tills.

Experience of working towards commercial targets.

Sales and upselling skills

Excellent interpersonal skills to build and maintain good customer and staff relations

Able to work with a diverse range of visitors, volunteers and colleagues

Able to use initiative to overcome practical issues

Able to follow processes and procedures

Able to make a positive contribution to the team's success