



### **Saturday Front of House & Shop Attendant**

**Post:** Front of House and Shop Attendant

**Responsible to:** Visits & Collections Manager

**Working location:** Epworth Old Rectory (EOR), 1 Rectory Street, Epworth, DN9 1HX

**Fixed Term Salary:** £13.45ph - minimum 5.5 hours per month / 1<sup>st</sup> April – 31<sup>st</sup> October 2026

#### **Job Profile:**

- This role applies when EOR is open to the public from 1<sup>st</sup> April to 31<sup>st</sup> October 2026
- To welcome visitors to EOR
- To assist visitors with purchasing the correct admissions to EOR or special events
- To assist visitors in purchasing souvenirs
- To help oversee the Old Rectory building when visitors are present

#### **Key Responsibilities:**

- Front of House Contact: Engaging customers and welcoming them to EOR either in the shop or Old Rectory building.
- Customer Service: assist customers, providing information about products and helping them with their purchases. Ensure a friendly and welcoming atmosphere in the shop.
- Sales Transactions: handle cash and credit transactions accurately using a Point of Sale (POS) system. Follow cash handling procedures and reconcile receipts at the end of shifts.
- Inventory Management: Maintain stock levels, assist with receiving and pricing merchandise, and ensure that displays are attractive and organized. Regularly check inventory to identify items that need restocking.
- Assist with stock takes as and when required.
- Shop Maintenance: keep the gift shop clean and organized, ensuring that all areas are presentable and inviting for customers. This includes cleaning surfaces and arranging merchandise.
- Compile 'goody bags' for learning visits as and when required.

- Maintain oversight of the toilets, ensuring that they are stocked and clean throughout the day.
- Team Collaboration: work closely with other staff members to ensure smooth operations and effective communication within the team.
- Assist at special events when required (additional hours)
- Any other tasks that may become necessary

**Job Specification, Skills, Education and Experience:**

| Competency area   | Skill/experience  |  |
|---|---|--|
|   | Essential   | Desirable  |
| <u>Customer Focus</u> - Building strong customer relationships and delivering customer-centric solutions      | Numerate and comfortable using a till and POS system  | Experience in face-to face public engagement with a wide range of groups and individuals<br><br>Previous customer service and sales role in a shop |
| <u>Collaborates</u> - Building partnerships and working collaboratively with others to meet shared objectives | None  | Teamwork skills and the ability to build and develop relationships   |
| <u>Other requirements</u>   | The role is subject to a satisfactory DBS check<br><br>Legal to work in the UK<br><br>The successful applicant will need to undertake safeguarding training and other appropriate training, as and when appropriate | Sympathy with the Christian faith  |