

Job Title: Part time Warehouse Assistant
Maternity cover - Up to 1 year

Reports to: Retail Supervisor

Responsible to: Visitor Manager

Purpose of Post:

- To manage stock levels.
- To receive deliveries, split stock between shops and deliver stock from store to shops.
- To manage EPOS system ensuring the information held is clean and accurate.
- To provide accurate and timely stocks reports.
- To provide advice and information about what visitors can see and enjoy on the Bolton Abbey Estate.
- To maintain constant vigilance and awareness in order to provide safety and security to the Estate, the people who live and work on it and those visiting it.
- Other reasonable duties as required to suit the needs of the business.

Duties:

- To provide an enthusiastic and warm welcome to visitors.
- Implement effective ordering and re-ordering processes for the operations to ensure the correct quantities of stock are held and that all goods are correctly received, priced and labelled.
- To deliver stock to the shops.
- To process invoices and manage EPOS system and supplier accounts.
- Ensure all stock is accurately entered on the EPOS and correctly barcoded.
- Manage effectively all data management and price files to 99.9% accuracy.
- Compile and present data reports illustrating the performance of the shops.
- Assist with all aspects of administration relevant to the department.
- Ensure 100 products are counted weekly and maintain master file and tightness of ranges.
- Undertake regular stock counts and stock takes.
- Maintain positive staff morale, giving support and assistance as necessary.
- Ensure smooth, seamless delivery of services to the visitor, working closely with all departments.
- Research products and impart information allowing shop floor colleagues to talk informatively about the products and where appropriate their provenance.
- To engage with visitors, welcome and respond to them as individuals providing information as requested in a polite and friendly manner.
- To continually develop accurate personal knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- Assist with the delivery of Estate events.



- To work safely ensuring the safety of you, your colleague and visitors.
- To understand all emergency procedures in order to assist in an appropriate manner at all times.
- To ensure the safety and well-being of visitors to Bolton Abbey at all times.
- To be prepared to work in other areas within the Visitor Department.
- To attend relevant training as required.



PERSONAL SPECIFICATION

PART-TIME WAREHOUSE ASSISTANT

- Excellent oral communications and administration skills
- Strong computer skills
- Ability to organise workloads
- Good personal fitness – ability to move large quantities of stock on a regular basis
- A love of the great outdoors
- Confident
- A positive, pleasant and welcoming attitude
- Ability to work well within a team, supporting colleagues
- Able to work alone
- Sense of humour
- Approachable
- Observant
- A good understanding of Bolton Abbey and the countryside in general
- Able to work well under pressure
- An awareness of the need to maintain confidentiality and discretion
- An enjoyment of working with visitors, and an awareness of their needs
- Vigilant observation on all matters concerning safety and security
- Experience and/or ability to speak well with members of the public
- Comfortable within crowds
- An enjoyment of working with visitors, and an awareness of their differing needs and interests, and the variety of ways in which they learn and approach matters
- Polite, friendly and courteous attitude
- Shows enthusiasm/passion for Bolton Abbey, tourism and recreation
- An understanding and awareness of the importance of safety and security at Bolton Abbey
- The ability to think and act clearly and logically in the event of an emergency
- A flexible approach to work
- The ability to embrace change
- The ability to research information relevant to this post
- A desire to continually update and improve own knowledge
- A smart appearance at all times, complying with the requirements of the dress code

Status:

This post involves working variable hours throughout the year reflecting the needs of the business. The role will entail working Bank Holidays and holidays periods e.g. Christmas.

