

**Job Title:** Part-time Post Office Assistant and Visitor Retail and Information Assistant

**Reports to:** Visitor Manager and Retail Supervisor

**Responsible to:** Visitor Manager

**Brief:**

A great opportunity has arisen for someone to join our Retail team. The role includes taking on all Post Office responsibilities as well as working in the Village Shop.

The role would be suited to an individual who is organised and efficient and copes well with responsibility but also enjoys engaging with our visitors and providing a helpful, friendly and informative service.

Your primary duties are likely to include; opening of the Village Shop and Post Office; providing a counter service in the Post Office (official training will be provided); engaging with all visitors to assist with their purchase enquiries; confidence in processing transactions; maintaining a high level of cleanliness around the shop, ensuring stock levels are topped up; keeping displays in the shop looking fresh and seasonally appropriate.

It is important that we highlight how busy Bolton Abbey can be throughout the year, the person taking on this role needs to be confident in dealing with high volumes of visitors especially in the holiday periods and on sunny weekends.

This is a permanent post working Thursday to Saturday, 10am – 12.30pm. The role includes working weekends and will be paid on an hourly basis.

**Duties:**

- Provide a counter service in the Post Office, duties laid out in the Post Office Terms and Conditions.
- To ensure the Post Office is locked and secure when not open for service.
- To provide an enthusiastic and warm welcome to visitors, providing information as requested in a polite and friendly manner.
- To take instruction from the Retail Supervisor who will provide tasks to complete.
- To work well alongside the Retail Assistants to complete tasks set by the Retail Supervisor.
- To confidently operate a till and credit card machine to sell stock items including gifts, newspapers, cigarettes, food and drink.
- To positively promote and sell season tickets.
- To have good knowledge of all current stock and to continually update your knowledge as stock changes.
- To ensure the shop is kept clean and tidy and presented to a high standard.

- Regularly update stock displays to ensure the shop remains looking fresh and seasonally appropriate.
- Assist with replenishing stock on the shop floor, counting stock and recording stock levels to assist with placing stock orders.
- Assist with stock takes.
- To accurately cash up tills at the end of the day/shift or when required.
- To spend time outside of working hours building up knowledge of Bolton Abbey, the Cavendish family, the Estate at large and current and forthcoming events.
- 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.
- Other reasonable duties as required to suit the needs of the business

## **PERSONAL SPECIFICATION**

### **PART-TIME POST OFFICE ASSISTANT AND VISITOR RETAIL AND INFORMATION ASSISTANT**

- Ability to provide excellent communication and customer service.
- Ability to follow guidelines set by the Post Office.
- A good understanding of Bolton Abbey and the countryside in general.
- A positive, friendly, approachable and welcoming attitude.
- Ability to work well within a team, supporting colleagues but also able to work alone.
- Sense of humour.
- Able to work well under pressure.
- An awareness of the need to maintain confidentiality and discretion.
- Ability to think of new creative displays for stock that reflect current events on the Estate or the seasons.
- The ability to record stock levels accurately.
- Ability to remain vigilant on all matters concerning safety and security.
- Ability to work under pressure
- Shows enthusiasm/passion for Bolton Abbey and retail and tourism.
- 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
- A desire to continually update and improve own knowledge.
- A smart appearance at all times, complying with the requirements of the dress code.