**Current Opportunities**

**Positions:** Retail & Reception Assistants (Grade 2)

**Pay:** £7.96 per hour

**Job type:** Part Time

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|  | Role Vacancy |
| Location of work | The Herbert Art Gallery & Museum |
| Weekly working hours: | 22.5 |
| Working pattern: | Sun 11:45 – 16:15Mon, Tue, Wed 9:45 – 16:15 |

**About the role**

Culture Coventry are looking for a Retail & Reception Assistant to join our Front of House team, and help deliver an exceptional customer experience to our visitors, helping them gain a full appreciation and enjoyment of our collections and Coventry’s rich history.

As a Retail & Reception Assistant you will be the first and last point of contact for the majority of visitors to our museum, from handling visitor admissions to ensure they receive a warm and friendly welcome, offering guidebooks to ensure they make the most of their visit and working in our gift shop promoting our retail offers along with other commercial opportunities.

We will require you to develop and maintain a good knowledge of the museum’s collections, as well as Coventry’s history and local attractions, to enable you to interact with and support visitors to make the most of their visit to the City.

**About the organisation**

Culture Coventry Trust is one of Britain’s most exciting arts and heritage organisations. Its mission is to promote innovative and creative arts activities in ways which help to establish them as a significant part of people’s lives. The Trust supports a regular programme of exhibitions, educational workshops and performances and attracts over 800,000 visitors of all ages per year.

Within the Trust we have Coventry Transport Museum, The Herbert Art Gallery & Museum and the Old Grammar School, which are all situated in the heart of Coventry and the Lunt Roman Fort less than three miles away on the outskirts of the City. Therefore the Trust plays a unique role in Coventry’s cultural development and is actively taking part in the Coventry City of Culture bid for 2021.

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| **We are looking for candidates who have:*** A good understanding of the importance of customer service
* Previous retail experience to include; buying, merchandising and stock control/management using EPOS systems
* Experience of preparing statistical and financial information to assess margins, stock levels etc.
* Strong communication skills – with a confident and friendly manner and able to adapt the communication style when needed
* Good standard of English
* A positive and flexible ‘can do’ attitude
* The ability to multitask and stay calm under pressure
* Initiative to help problem solve when dealing with enquiries/situations that may arise
* A willingness to develop and maintain knowledge of our collections and Coventry’s history
 | **Key responsibilities will include:*** Greet and interact with visitors to support an enjoyable experience when visiting the museum
* Actively promote guidebooks, donations and retail offers to support the sustainability of the Trust
* Provide information to visitors on collections, events and activities taking place across the Trust
* Serve in the gift shop, and maintain the shop through ordering, replenishing and merchandising of stock and taking deliveries of stock
* Maintain awareness of local retail offers, special events/occasions to ensure we maximise retail opportunities.
* Manage the sales and delivery of our online shop, updating images, product information when required.
* Maintain awareness of local tourist information to promote the City and signpost visitors.
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**Closing date for applications: 24th September 2018**

**Interviews to be held week commencing: 1st/2nd October 2018**