



**Job Title:** Retail and Admissions Assistant

**Hours:** Seasonal March - October

Friday, Saturday, Sunday & Monday shifts available 9:30am – 5:30pm

Midweek shifts during Bucks school holidays 9:30am – 5:30pm

**Reporting to:** Business Manager

**Salary:** £11.44/hour

**Holiday entitlement:** 28 days including Bank Holidays (pro rota)

**Application:** Please send a copy of your C.V. together with a covering letter to Louise McLaughlin [retail@coam.org.uk](mailto:retail@coam.org.uk)

## Job Description

### The role

Retail and Admission Assistants provide the first and lasting impression to our visitors. They are responsible for greeting the public, providing welcome information, managing memberships and operating our much loved gift shop. Working within a team with a willingness to offer high standards of customer service at all times, our Retail and Admission Assistants offer support across admissions, retail catering and access.

### Main duties

- Unlock the shop building, carrying out light cleaning, stock rotation, replenishment and pricing.
- Open required tills for the day.
- Greet visitors to COAM, process admissions and provide welcome information including key areas around site and specific day information.
- Maintain health and safety and accessibility standards.
- Provide high standard of customer service and answering visitor questions and queries.
- Assist COAM volunteers.
- Manage mobility scooter hire and arrange buggy assistance upon request.
- Use COAM radio to deliver messages to other team members when required.
- Accept post and deliveries on behalf of other team members.
- Maintain high standards of presentation.
- Ensure stock and packaging is kept off the shop floor.
- Receive shop deliveries and follow processing procedures.
- Manage queues effectively and professionally.
- Promote and process COAM Annual Passes.
- Process retail sales and on occasions sales on behalf of The Friends shop.
- Accept charity donations.
- Effectively manage price corrections and refunds.
- Manage the hire and safe return of sensory backpacks and bookings.
- Close down the till system and lock up shop building.
- Attend and undertake training as required.
- Offer assistance to our catering facilities when necessary.
- Assisting Business Manager with displays, promotions, projects, paperwork and school



shop packs when required.

- Annual stocktaking.

### **Person Specification**

- A team player who is equally comfortable working alone.
- Professional and positive attitude, with a willingness to assist and support others.
- Experienced and comfortable working within a public facing role.
- Able to stay calm and professional in a busy and occasionally stressful environment.
- Reliable and punctual.
- Available to work weekends and Bank Holidays as this is essential to the role.
- Approachable and friendly manner.
- Comfortable with till systems and computers.
- Confident communicator.
- Willingness to assist people with disabilities.

### **Desirable**

- Previous till experience.
- Good IT skills.
- Current food hygiene certificate.
- Experience of working as part of a team and/or with volunteers.
- Retail and/or catering experience.
- SEN/SEND experience.
- Flexibility to cover additional shifts at short notice.
- Previous knowledge of Chiltern Open Air Museum.

### **Background Information**

Chiltern Open Air Museum is an award-winning independent outdoor museum and charity in the Chalfonts, Buckinghamshire that has a collection of 37 rescued historic buildings that were either the homes or workplaces of ordinary people. The Museum is set in 45 acres of beautiful Chilterns landscape and has a working historic farm, livestock, traditional cottage gardens, orchards and woodland.

As an independent charity, the Museum receives no government funds. Income is generated through a wide range of activities including – admissions, Annual Pass, events, retail sales, catering, weddings and private hire, experience days, educational visits, filming – and the balance is made up through donations and grants.