



Job Description

Job title	Reception & Retail Co-ordinator
Salary	£10,608 actual
Hours	Part-Time (20hrs)
Location	Trust Reception Desk, Gift Shop, Marine Villas
Accountable to	The General Manager

Introduction

The aim of the Swanage Pier Trust is to preserve and maintain the national award-winning grade II listed Pier at the gateway to the Jurassic Coast World Heritage Site, for the benefit of visitors and the local community. The development of education and recreational facilities are key elements in helping to ensure the Victorian structure continues to attract a wide range of visitors for generations to come.

Currently there are more than 110,000 visitors each year who take part in a range of activities including; sub aqua diving, fishing, kayaking and cruise boat trips. The most popular activity is strolling which accounts for more than 70% of visitors.

Purpose of Role

The main purpose of the post is to provide reception and retail support for Swanage Pier Trust, based in the Trust gift shop. The reception desk is a first point of contact for visitors, members of the public, trustees, volunteers and staff.

This is a customer facing role and will require excellent customer service, sales and administration skills. A good working knowledge of retail will be essential.

The successful candidate will need at least 2 years' experience in a reception and retail role. A flexible approach will be necessary in order to cover rota absences each day, including weekends.

Task Details

- To be responsible for the main reception desk in the trust gift shop and act as a first point of contact for visitors, members of the public, trustees, volunteers and staff.
- In collaboration with the Volunteer Coordinator, Volunteer Shop Manager and CEO apply a flexible approach to working hours to ensure the reception/shop counter is covered during all opening hours, 7 days a week. To also ensure adequate cover by volunteers and staff at all other times.
- To be prepared to cover volunteer absences each day, including weekends.
- To manage and direct all enquiries by telephone, post, email and/or in person in a professional and efficient manner, take accurate messages and liaise with trustees, staff and volunteers
- To be responsible for the sale of merchandise, as appropriate and to oversee shop stock levels
- To oversee the development and implementation of online sales.
- To liaise with merchandise suppliers, place orders as appropriate and ensure new stock is recorded and registered on the Trust Epos till system
- Ensure that the gift shop area including displays are kept tidy, stocked and well presented
- In line with the cash handling policy, assist with the administration and reconciliation of daily income to the Pier, as required.
- To be responsible for the booking and letting of site facilities as appropriate.
- To operate from the general office as and when required
- To assist with Trust administration from time to time
- To identify and uphold health and safety measures
- To maintain confidentiality at all times and ensure the equal opportunities policy is upheld in all aspects of work
- To encourage people to be supporters of Swanage Pier Trust

In addition to the duties and responsibilities listed above, the post holder is required to perform other relevant duties as may be assigned from time-to-time by the General Manager.

This job description is subject to review to ensure that it truly reflects the strategic direction requirements of the Swanage Pier Trust.

Person specification

Job title	Reception & Retail Coordinator	Essential/Desirable Criteria
Education/Training		
Good level of general education with qualification passes in English and Maths		Essential
Willingness to undertake training and continuing development		Essential
Experience		
A minimum of 2 years' reception and/or retail experience		Essential
A minimum of 2 years' experience of financial administration including cash handling		Essential
General administration experience		Essential
Experience of managing and ordering stock in a retail environment		Desirable
Experience of using Epos till systems		Desirable
Experience of industry standard IT systems (MS Office etc)		Essential
Skills & Knowledge		
Excellent communication skills; able to promote the Trust in a professional manner and relay accurate and timely messages		Essential
Ability to coordinate reception desk and gift shop activities		Essential
Ability to plan, prioritise and work well under pressure		Essential
Ability to work on own initiative, be highly organised and manage time effectively balancing several tasks		Essential
Ability to adopt a flexible approach, working some alternative or additional hours if required, including weekends.		Essential
Ability to work collaboratively as part of a team to ensure the reception desk and gift shop is fully covered 7 days a week		Essential
Ability to review, develop and implement new systems of administration to ensure reception efficiency		Essential
Knowledge and understanding of charities		Desirable
Other requirements		
Excellent attention to detail and record-keeping skills		Essential
A friendly helpful manner and a 'can do' attitude		Essential
To be committed to the principles of confidentiality, equal opportunities and diversity		Essential

Please print off the application form and return it to us

by email to; gm@swanagepiertrust.com and/or by post to the following address;

For the attention of The General Manager, Swanage Pier Trust, Pier Approach, Swanage,
Dorset BH19 2AW

For further enquiries please call us on: 01929 425866