

JOB DESCRIPTION



Job Title:	Front of House
Responsible to:	Volunteer Coordinator, Duty Manager

OVERALL PURPOSE

- Providing excellent customer service, by ensuring all visitors are greeted and their requirements met, whether purchasing admission tickets to the museum/Gruffalo Trail or purchasing items in the shop

KEY RESPONSIBILITIES

- Greet visitors and make them feel welcome
- Encourage visitors to Gift Aid their admissions
- Ensure visitors purchase the most appropriate tickets for their needs
- Be familiar with using the till and credit card machine (cash-handling)
- Answer the phone, pass messages on to staff
- Answer questions on the Centre and local area
- Be familiar with shop stock and encourage retail spend
- Promote any special activities/events taking place

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

PERSON SPECIFICATION

Qualifications

- A good standard of literacy and numeracy to GCSE level (E)

Experience required

- Working as part of a team, or on own initiative. (E)
- Proven track record in a customer-facing environment. (E)
- Retail experience. (D)

Knowledge, Skills and Abilities

- Use of till systems, including EPOS systems. (D)

Personal Qualities and Attitudes

- Committed to excellence. (E)
- Good communication. (E)
- Passion and enthusiasm for the Forest of Dean's heritage and history. (D)

E – Essential to have

D – Desirable to have