

Job Profile

Sales Assistant

Department:	Commercial
Location:	Compton Verney
Reports to:	Commercial Manager
Key relationships:	Visitor Experience Manager / staff, Visitor Experience Duty Managers Volunteers Finance & Planning Marketing & Sales Creative & Engagement Individual, group and school visitors Corporate clients, wedding and VIP guests Contract staff
Contract Type:	Permanent
Hours of Work:	Various – depending on rota
Hourly Rate:	£9.55 per hour
Constraints: (Travel/Base/Working Patterns etc)	Rural location with very limited public transport .Will be required to work regular weekends, Bank Holidays and occasional late evenings for internal events

Context

We are an award-winning gallery, based in a Grade I-listed Georgian mansion amidst 120 acres of Grade II-listed Lancelot 'Capability' Brown parkland in Warwickshire. With six permanent collections (Naples, Northern European Art 1450-1650, British Portraits, Chinese, British Folk Art & The Marx-Lambert Collection) and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity. For more information about Compton Verney, visit www.comptonverney.org.uk
Twitter @ComptonVerney / **Facebook** /ComptonVerney / **Instagram** @Compton_Verney

The Role

Sales Assistants are a key part of the Compton Verney team and are crucial in defining the standards we offer to our visitors. This post will be responsible for all aspects of visitor welcome and retail, admission and membership sales. Working as part of a team you will:

- be first point of contact, offering visitors a warm welcome and friendly reception which is the starting point of an experience they will want to repeat and tell others about
- will be familiar with the programme of activities for visitors to enjoy both inside and outside. You will be able to discuss these with visitors face to face and over the telephone and advise them appropriately escalating any problems to the relevant department manager if required.

Job Profile

Sales Assistant

- use the MERAC sales system to ensure all transactions are processed efficiently and accurately
- use the system in order comply with GDPR guidelines
- use the system to help achieve membership sales targets
- use the system to process gift aid donations efficiently in order to achieve conversion targets
- use the system to ensure the right stock is being sold under the correct codes
- Supporting CV in meeting annual income targets

The key accountabilities of the post holder:

Visitors Services

- Follow the Visitor Service Standards to ensure every visitor is made to feel welcome, valued and appreciated.
- Provide service of the highest standard when dealing with visitor enquiries whether face to face, over the telephone or via e-mail. Whilst handling these enquiries, awareness of visitor expectations should be maintained and wherever possible exceeded
- Act as the primary point of contact in the Welcome Centre and shop providing timely, relevant and accurate information that meets visitor needs
- Dealing with enquiries and complaints in a positive manner, referring to the VE Duty Manager, Commercial Manager or Visitor Experience Manager as appropriate
- Working with colleagues to appropriately meet the requirements of visitors with special needs

Sales (Retail, Admission, Membership, Events and Bookings)

- Have detailed knowledge of the ticketing and membership structure
- Be proficient in the use of Merac to accurately sell tickets, upsell memberships and merchandise
- Communicate with the membership officer of any re-occurring member issues and general membership queries.
- Process advance bookings for the gallery and for events and ensure bookings are completed on MERAC at the end of each day
- Actively and consistently promote memberships and highlight the benefits of joining
- Be familiar with Gift Aid guidelines and actively encourage visitors to support Compton Verney by purchasing Gift Aid admission tickets or signing up to the scheme when becoming a member
- Provide service of the highest standard to encourage sales through excellent product knowledge and use this as an opportunity to cross sell to maximise income
- Operating the MERAC system efficiently capturing the maximum amount of accurate visitor data and fulfilling marketing and gift aid requirements, whilst ensuring Compton Verney complies with data protection legislation

Job Profile

Sales Assistant

- Making refunds and discounts to customers following Compton Verney policy
- Selling all stock at marked price unless directed otherwise by the Commercial Manager or Duty Manager
- Working within the Commercial team to achieve daily and weekly sales targets
- Ensure all transactions, whether cash, card, cheque or refunds, are processed accurately
- Actively upsell and cross sell all other activities promoting the venue to prospective and actual visitors at all times

Stock Control and Merchandising

- Assisting with monthly and annual stock taking
- Advising the Commercial Manager of any slow moving or damaged stock
- Checking deliveries against delivery notes and reporting any discrepancies to the Commercial Manager
- Picking and packing online shop and mail order sales as required and reconciling any associated paperwork
- Replenishing and merchandising the shelves as appropriate and advising the Commercial Manager of any sold-out lines and seek their advice/direction re alternative lines to be displayed
- Making sure the shop and Welcome Centre environment is always fresh, clean and inviting to the visitor. Ensuring throughout this process that any old, dirty or out of date retail ticketing/signage is replaced to ensure all stock is correctly priced
- Ensuring that stock losses through theft or accidents are kept to a minimum by maintaining a high level of awareness and alertness

Security and Safety

- Balancing takings at the end of the day in accordance with current security and administrative procedures
- Taking all reasonable precautions as directed to keep cash, documentation, valuables and equipment secure
- Removing boxes and packing materials from all public areas as soon as visitors start to arrive
- Taking appropriate action in emergency situations, (including evacuating visitors from the building) according to training provided by Compton Verney.
- Being vigilant concerning behaviour that might endanger works of art, personal safety, Compton Verney property or private property and referring incidents or concerns to other members of staff as necessary

Team Working

- Contribute as an effective member of the Compton Verney team, assisting others where necessary in a willing and positive manner

Job Profile

Sales Assistant

Internal Events

- Assisting with out of hours activities such as private views, concerts, lectures, corporate events, seasonal shopping events and book signings including indoor and outdoor activities

Personal Development

- Acquire and maintain a good knowledge of Compton Verney, its collection, exhibitions and activities throughout the site
- Keep up to date with relevant policy, practice and issues affecting Compton Verney
- Implement policies in a manner which will reflect well upon Compton Verney as a caring organisation
- Attending training courses, workshops and monthly team meetings and undertaking one-to-one training as and when required in order to maintain Compton Verney standards

Administration

- Ensure the legible and correct completion of all necessary documentation including your own timesheets and other paperwork

Health and Safety and Safeguarding

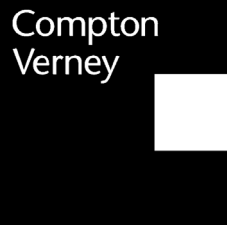
- Take appropriate action in emergency situations (including evacuating visitors from the building), according to training provided by Compton Verney
- Adhere to the Health, Safety and Welfare policy and procedures and ensure you take reasonable care for your own and others health and safety complying with any instructions, policies and procedures, training and instruction given by Managers, Compton Verney or the Health and Safety controller of the workplace.
- Report any accidents/incidents and or health and safety concerns as detailed in the Health, Safety and Welfare policy and procedures
- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the Safeguarding Policy and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training

Equalities

- To promote equal opportunities at all times, to plan accordingly to encourage the widest level of engagement, from the widest range of audiences, removing barriers to access and ensuring representation in public programmes.

GDPR

- Ensure that data is appropriately used and collected at all times



Job Profile

Sales Assistant

Environmental Policy

- Ensure that the most effective production and delivery that least impacts on the environment is applied in all areas

The Postholder may be required to undertake other duties which may be reasonably requested and which are compatible with the overall scope and authority of the role.

Role Specification	Essential	Desirable
Qualifications and Attainments		
Educated to GCSE standard including Maths and English or equivalent	*	
Further Education qualification		*
Current first aid certificate		*
Work Experience		
Using MERAC or sales system with minimal errors	*	
Experience of delivering customer service	*	
Sales experience within a retail or ticket desk environment	*	
Previous experience of working in a museum or gallery	*	
Previous experience of EPOS systems	*	
Organisational and planning skills, tact and diplomacy		
Skills		
Good listening skills	*	
Open interpersonal style	*	
Computer literate	*	
Effective team worker	*	
Effective and pleasant telephone manner without being over familiar	*	
Visually aware of display and design		
Ability to remain focused and self-reliant during both busy and quiet times	*	
Numerate and able to count cash and maintain accurate sales records	*	
Accurate and methodical worker		
Behaviours and Characteristics		
An understanding of the security issues pertaining to an art gallery and retail environment	*	
Positive attitude and a willingness to contribute within a busy team	*	
Willingness to undertake training when necessary	*	
Personable, welcoming and empathetic	*	
Clear communicator	*	
Alert and vigilant	*	