

# SALES AND INFORMATION ASSISTANT (THE BOX)

Role Profile



<b>Title</b>	Sales and Information Assistant (The Box)	
<b>Grade</b>	GRADE C	
<b>Reference:</b>	N632	
<b>Reports to:</b>	Sales and Information Team Leader	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	<p>To act as Welcome Hosts to visitors to The Box and Historic Properties; to assist visitors with information, or purchasing tickets and products on display in the shop, membership and donations, or buying images and other online items.</p> <p>To maintain and assist with the public operation of The Box, as part of The Operations Assistants Team, that ensures that all operations (front and back of house) are delivered efficiently 7 days a week.</p> <p>To help ensure that The Box and other venues achieve excellent feedback for customer care and services and achieve their commercial targets, in particular for tickets and retail sales.</p> <p>To work with the Visitor Services Assistants and Collections Assistants to provide invigilation and security, technical, and health and safety support to The Box.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role Outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Staffing the shop and other points of sale, e.g. (1) outside Mayflower Gallery/Media Lab (2) St Luke’s entrance (3) Smeaton’s Tower (4) , ensuring that visitors can access tickets and other commercial streams in an atmosphere which encourages them to return and recommend the experience to others (40%)</li> <li>▪ Provide an excellent reception and mobile information service to all visitors, guiding them on to other staff if necessary (25%)</li> <li>▪ Deliver visitor service activities at The Box and Historic Properties in accordance with operational,</li> </ul>	<p><b>Role Measures</b></p> <ul style="list-style-type: none"> <li>▪ NPO Business Plan targets, including HLF Activity Plan</li> <li>▪ Customer satisfaction</li> <li>▪ Visitor numbers</li> <li>▪ Contribution to team’s income generation targets</li> <li>▪ Staff satisfaction</li> <li>▪ Staff appraisal</li> </ul>

	<p>security and safety procedures overseen by the Operations Manager (10%)</p> <ul style="list-style-type: none"> <li>▪ Monitor and help to develop volunteers (5%)</li> <li>▪ Assist the public wishing to access collections and archives (5%)</li> <li>▪ Assist with providing information, sales, cleaning and security when galleries are open to the public, or for special events, out of normal working hours (15%)</li> </ul>	
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Be part of a rota for the Sales and Information Assistants Team which ensures an excellent visitor experience is offered at all times and income targets are met, including handling cash/payments of c£600k pa (35%)</li> <li>▪ Communicate with visitors and staff confidently, fluently and coherently at varying levels of complexity (20%)</li> <li>▪ Ensure the commercial spaces are presented at the highest possible standard, proactively reporting and resolving issues (10%)</li> <li>▪ Assist The Box by ensuring safety, cleanliness and security measures are in place at all times (10%)</li> <li>▪ Support openings of the galleries and other events out of normal working hours and act as a key holder and emergency services contact (15%)</li> <li>▪ Monitor volunteers acting as customer support (5%)</li> <li>▪ Assist the public wishing to access collections and archives (5%)</li> <li>▪ Undertake other duties appropriate to the grade of the post</li> </ul>	
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ 2 GCSEs grades (9-4 or equivalent) in English and Mathematics or equivalent.</li> <li>▪ A willingness to undertake training and development where appropriate.</li> <li>▪ Commercial awareness and ability to support income generation.</li> </ul>	
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ An interest in history/heritage/art and collections.</li> <li>▪ Knowledge of contemporary issues around cultural diversity in the cultural sector</li> <li>▪ Full driving licence</li> </ul>	
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in a busy customer-focused operation</li> <li>▪ Experience of handling financial transactions</li> <li>▪ Experience of information systems.</li> </ul>	
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in a retail environment</li> <li>▪ Experience of working with or as a volunteer.</li> <li>▪ Working within an arts organisation, or museum or cultural visitor destination</li> </ul>	

<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to work flexibly according to the requirements of the organisation</li> <li>▪ Awareness of the need for care and attention when handling collections</li> <li>▪ Ability to engage with visitors</li> <li>▪ ICT/keyboard skills, particularly the ability to use Microsoft Office applications, CRM and EPOS</li> <li>▪ Team player, able to work flexibly and positively with others</li> <li>▪ A can-do attitude, with the ability to find solutions to problems</li> <li>▪ Ability to promote positively The Box's vision, values, aims and objectives.</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	