**POST TITLE: Events/Retail Assistant**

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| Requirements | |
| Skills/ Knowledge | Excellent communication skills and the ability to engage with members of the public, staff and volunteers in a friendly, professional and effective manner  Excellent team working skills and a hands on approach with the ability to also work unsupervised in a busy environment  Able to follow instructions and work with attention to detail and commitment to the highest possible quality standards  Ability to develop and share event /product knowledge  Ability to work under pressure and remain calm, polite and patient |
| Qualifications/  Training | Relevant training and/or experience in customer service or demonstrable aptitude for strong customer engagement. |
| Experience | Proven experience of working with the public on a day to day basis  Experience of delivering outstanding customer service in a busy, customer focussed environment  Experience of retail sales, cash and stock handling  Previous experience in a similar role  Experience of using a variety of retail merchandising techniques (Desirable) |
| Other  Requirements | Commitment to Equality, Diversity & Anti-discriminatory practices  Pleasant, friendly approach |

**Additional information**

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| The role will require the job holder to work a variety of different shifts which will be scheduled predominantly during weekends and on evenings. |
| The role will require the job holder to undertake some manual handling duties and they may be required to be stand for extended periods of time and may be required to work outdoors. |
| Events & Retail Assistants may be requested to work at any of Tyne & Wear Archives and Museums venues within the North East |