**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 mannerExcellent team working skills and a hands on approach with the ability to also work unsupervised in a busy environmentAble to follow instructions and work with attention to detail and commitment to the highest possible quality standards Ability to develop and share event /product knowledgeAbility 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 roleExperience of using a variety of retail merchandising techniques (Desirable) |
| OtherRequirements | Commitment to Equality, Diversity & Anti-discriminatory practicesPleasant, 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 |