

PERSON SPECIFICATION

POST TITLE: **Retail & Hospitality Assistant**

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

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Additional information

The role will require the job holder to work a variety of different shifts which will be scheduled during daytimes, weekends or 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.

Retail & Hospitality Assistants may be requested to work at any of Tyne & Wear Archives and Museums venues within the North East