



### **Front of House Duty Manager**

April –September 2019 (seasonal post)  
Hours: Friday – Tuesday (5 days) 9am – 6pm  
Salary depending on experience  
Closing date: 5pm Friday 8 March 2019

#### **Main duties and Responsibilities**

- Ensure the smooth running of Jupiter Artland while open to the public
- Ensure that members of the public are offered exceptional customer service at all times in a professional and efficient manner
- Deal with any issues/queries and complaints effectively
- Responsible for the opening and closing of Jupiter Artland
- Ensure that health and safety requirements are met at all times.
- Manage retail space, ensuring it is presented to the highest standards, including merchandising, re-stocking and above all selling
- Assist in actively selling tickets, stock items from shop, promoting events, courses, talks and memberships
- Online shop management, photography, fulfilling orders and shop/sales newsletters
- Develop sales and promotional programme that maximises shop performance
- Supervision of Seasonal Shop Assistants, Box Office, Exhibition Assistants and Volunteers
- Staff rotas, managing and motivating Seasonal Shop Assistants, Box Office staff, Exhibition Assistants and Volunteers
- Assist/host groups & events. Liaising with ground staff and catering staff
- Responsible for cashing up end of day sales, produce reports and organising floats
- Deal with any other issues that may crop up on a daily basis
- Generally being the friendly helpful face of Jupiter Artland

#### **Essential Skills**

- Exceptional customer service
- Retail experience required
- Excellent communication skills and telephone manner
- Excellent people management and hands-on leadership skills
- To be professional and efficient with visitors
- Able to add tangible value to the shop function

- Confident and able to deal with people at all levels
- Professional appearance
- Proactive and able to work on own initiative
- Able to prioritise and deal efficiently and effectively with workload
- Good knowledge of using MS Outlook, MS Word and Excel
- Excellent attention to detail
- Driving licence

It is essential that any visitors and/or callers to Jupiter Artland are greeted in a polite manner that leaves a favourable impression. An ability to be diplomatic and discrete where necessary is crucial.

We require a professional, bright individual who has the ability to work on their own.

The successful candidate will have the personality and ability to deal with people at all levels and will demonstrate their ability to prioritise and deal efficiently and effectively with their work load. Additionally, they must demonstrate the ability to work under pressure and maintain strict deadlines.

To apply please send covering letter and CV to [pauline@jupiterartland.org](mailto:pauline@jupiterartland.org) or for further information please contact Pauline Cairns on 01506 889900 or by email.