

Job Description

Part Time Retail and Front of House Assistant

THE ORGANISATION

This is an exciting time to join the Haynes International Motor Museum (Charitable Trust No 292048). In 2014 after ten years of planning, two and a half years of building and a self-funded £6,000,000 investment, the Museum re-launched having been transformed with spectacular new buildings that reflect the prestige of the collection.

The development included five new or remodelled exhibition spaces, a new atrium reception, expansive venue hire facilities, a bright and airy retail shop, a new Museum café (Café 750), a relocated and expanded playground, landscaped gardens, improvements to our Test Circuit and new parking for our ever increasing visitor numbers.

The reopening was a landmark moment for the Museum and now we turn our attention to the future and seek a likeminded, enthusiastic and experienced museum professional to develop and lead the Curatorial Department to help further our ambitious plans to be a world renowned motor museum.

THE ROLE

To work under the Retail Manager in co-operation with the reception / shop team to provide seven day a week cover for 361 days of the year in this important customer facing role. Reception and shop are currently covered from one central point, which is a busy environment and also acts as the main telephone reception point.

Working as a member of a team you will be required to deal directly with the public both face to face and on the telephone. Your appearance should be of the highest standard and you will be expected to always be smartly dressed, there is a dress code which will be clearly explained.

SPECIFIC TASKS

- Till/computer operation including daily cashing up
- Assisting the manager in all aspects of retail operation
- Fielding telephone calls
- Promoting Souvenir Guide sales and Gift Aid to ALL customers
- In store cleaning and shelf replenishment

KEY SKILLS

You will have a first class customer focused outlook and be able to communicate at ease with all members of the general public. Whilst taking pride in enhancing our visitor's experience of the museum you will be well organised and able to deal with a multitude of situations. Confident and accurate with numbers you will have had experience of EPOS or be prepared to learn. You should have a desire to gain a thorough knowledge of the range of products held and be willing to promote them.

HOURS

Working on a Zero hour contract the role is flexible at all times. The opening hours are 09:30 – 17:30 during the summer and 09:30 – 16:30 during winter. We open 7 days a week and you could be called upon to cover any shifts as required.

REMUNERATION

You will be paid monthly and on an hourly basis, the rate of pay will be dependent on experience. You will also be entitled to a generous staff discount in both the shop and café.

HOW TO APPLY

Please email and send with a hand written covering letter to: amanda.wilson@himm.co.uk

Or post to:

Haynes International Motor Museum
Sparkford
Yeovil
Somerset
BA22 7LH

We will interview a short list of suitable candidates selected from the initial applications. If your initial application is successful you will be asked to attend the museum at a mutually agreeable time and will be one of a small number of candidates selected for interview. No expenses will be paid.

We will seek to appoint the successful candidate either at interview or very soon after. All interviewees will hear from us whether they were successful or not.

Due to the high volume of applications we now receive since job seeker rules were changed we are not able to respond individually to every application made.