

# VINDOLANDA CHARITABLE TRUST

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2019  
Customer  
Service  
Vacancies

**West Gate Assistant Job description**

<b>Aim</b>	
To provide excellent customer service to a variety of visiting public to the Trust's two historic sites.	
Reports to	Operations Manager

<b>WG 1</b>		
Post title	Part Time West Gate Assistant	
Place of work	Vindolanda, West Gate admission building	
Rate of pay	£8.35 per hour	
Holiday Entitlement		
Days of work	Thursday, Friday & Saturday (3 Day role)	
Hours of work	March	1030-1700
	April - September	1030-1800
Start Date	28 <sup>th</sup> March 2019	
End Date	7 <sup>th</sup> Sept 2019	

<b>Responsibilities</b>
<p>The key duties for these posts are:</p> <ul style="list-style-type: none"> <li>• High level of customer contact and interaction as this is the main visitor entrance and the first point of contact for over 90% of visitors.</li> <li>• Selling admission tickets for Roman Vindolanda and joint admission tickets with Roman Army Museum, plus Gift Aid and guidebooks.</li> <li>• Processing group and school admissions and liaising with the education officer / volunteer guides.</li> <li>• Maintaining and cleaning the West Gate complex on a daily basis including, sweeping and mopping floors, sweeping paths, emptying bins, cleaning toilets and other activities required to maintain your work and the visitor environment. These duties are carried out after last admission when there are no visitors within the complex.</li> <li>• Liaising with other customer service staff and the Vindolanda Office.</li> <li>• Any other associated retail and café activities deemed necessary to provide the best possible experience for the museum visitors.</li> </ul>

Terms of contract	These are seasonal contracts with the option of renewal on an annual basis after an end of year 1 assessment.
Staff Training days and other training	Induction training program followed by on the Job training.

## Personal Specifications

	Essential/Desirable	Demonstrated
<b>Qualification</b>		
Education Qualification – 4 GCSE’s or equivalent including literacy and numeracy	Essential	Application form
<b>Experience</b>		
Previous experience in retail or similar customer service environment	Desirable	Application form/interview
<b>Skills and abilities</b>		
Excellent communication skills	Essential	Interview
Good Customer care	Essential	Application form/interview
Good telephone manner	Essential	Application form/interview
Experience with cash handling	Essential	Application form/interview
Ability to work as part of a team	Essential	Application form/interview
Able to work under pressure	Essential	Application form/interview
Pervious sales experience	Desirable	Application form
Knowledge of operating a cash register	Desirable	Application form
Problem solving skills	Desirable	Interview
Able to remain calm and polite in difficult situations	Essential	Application form/interview
Able to follow instructions	Essential	Application form/interview
Be accurate and pay attention to details	Essential	Application form/interview
<b>Personal details</b>		
Flexible approach to work	Essential	Application form/interview
Smart and tidy appearance	Essential	Interview
Willingness to learn and enthusiasm	Essential	Application form/interview
Willingness to work outside standard working hours	Desirable	Application form/interview

**Notes for all Customer Service Vacancies:**

Please note that the majority of Vindolanda Trust customer service staff and designated managerial staff are required to work at least one weekend day per week.

If you are interested in working in customer service for The Vindolanda Trust but require more flexible options, you are welcome to contact Colin by telephone for informal discussions.

Applicants with disabilities who are able to meet the basic requirements will be offered an interview.

**Dress Code**

All seasonal staff required asked to adhere to the Vindolanda Trust dress code and to wear the items of uniform provided.

**Employees Handbook**

All staff are required to abide by the policies contained within The Employees Handbook. Details are fully explained at the above training days.

**Extra Days**

Staff who work less than 5 days per week must agree to work an extra 6 days per season, if requested by senior staff, and with due notice.

C.E.O Dr Andrew Birley FSA, FSA Scot

(Registered Charity No. 1159798) (Registered Company No. 09182268)

