



Job Description

Retail Admissions & Membership Supervisor

Centre: London Wetland Centre

Directorate: Centre Operations

Reporting to: Retail Manager

Grade: 5

Main function of the post: To lead the admissions, membership and retail team by example to provide a high quality and popular admissions, membership and retail operation.

Supervisory Responsibility: Admissions, Membership and Retail Assistants and Volunteers.

Hours worked: 18.75 hours per week including weekends as per the rosta

Main duties of the post:

1. To achieve through the admissions, membership and retail team, the budgeted targets and financial goals for the admissions, membership and retail activities at London Wetland Centre.
2. To supervise the admissions, membership and retail operations, including ensuring all areas are adequately staffed for the levels of business in the absence of team leaders and retail manager.
3. To carry out and organize the opening, closing and cashing up procedures daily and weekly for the admissions, membership and retail activities in the absence of team leaders and retail manager.
4. To ensure that the admissions, membership and retail outlets are fully stocked at all times and that the retail spaces are maximizing sales. To drive retail sales through effective stocking and promotional activities. To ensure that quality standards are kept at all times within the retail areas.
5. To ensure that the controls in place for stock and money security are adhered to. To assist with stock takes as required. To process retail paperwork in an efficient and timely manner.
6. To achieve set objectives in developing personal skills in training staff and volunteers in trading areas.
7. To carry out regular briefings to staff and volunteers in the absence of the team leaders and retail manager. To ensure effective communications within the admissions, membership and retail team.
8. To deputise for the team leader in his/her absence.

9. To actively promote the recruitment of memberships. To supervise the operation of the membership desk.
10. To take responsibility for the safety and welfare of visitors, staff and volunteers within the admissions, membership and retail trading areas.
11. To deal effectively with visitor enquiries and complaints, ensuring that they are passed on to the appropriate department.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: 10/08/08

Date Amended: 17/10/2018

Person Specification

1. Qualifications

Essential:

- Educated to GCSE standard/NVQ Level II (including Maths & English) or equivalent

Desirable:

- Retailing qualification
- Customer Care Qualification

2. Experience

Essential:

- Experience in a customer facing retail environment.
- Experience of working with high volume tills and EPOS systems.

Desirable:

- Some supervisory experience.
- Merchandising and display experience.
- Knowledge of/interest in wildlife conservation.
- Experience of working within a busy visitor attraction.

3. Managerial & Supervisory

Essential:

- Ability to allocate basic tasks and check the work of others on an as needed basis, in the absence of team leaders.

Type of staff	Number managed	Number supervised
Employed Staff	0	12
Volunteers / Casual Workers	0	14
Contractors	0	0

4. Responsibility

Essential:

- The ability to act independently under general work instructions and identify tasks which need to be carried out.
- The ability to handle cash accurately to a value of over £200K per Annum(visitors).

Levels of responsibility

Type of Responsibility	Level (£'s)
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Expenditure (exc. payroll)	£
Cash Handling	£200,000
Assets (required for job, exc. buildings)	£
Visitors (per annum)	178,000

5. Creative Ability

Essential:

- Ability to do visual displays

6. Contact

Essential:

- Working on the admissions area and in the gift shop, contact with other departments and customers on routine matters is a regular part of the job.

General Notes

The London Wetland Centre is open 364 days of the year, this is a part time position and requires work during, weekends and holidays and some evenings to meet the needs of the post.