



**Dundee Industrial Heritage Ltd
Front of House Assistant**

Job Description

Identification

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|----------------|--------------------------|
| Post Title | Front of House Assistant |
| Department | Retail / Front of House |
| Responsible to | Retail Manager |

Overview

Dundee Industrial Heritage Ltd is the operating company for Dundee Heritage Trust. Both DHT and DIH are registered charities. All assets are employed in and trading activities undertaken by DIH which also employs all staff members. The company operates two museums / visitor centres Discovery Point (with RRS Discovery) and Verdant Works. The museums are independent of government control but do receive certain grants to assist with their operation. Trading income is derived from admissions income, gift aid, conferences /functions, cafes, retail shops and income from car parking.

Key Responsibilities

As a Sales Assistant, you are responsible for customer service.
Ensure the smooth running of the shop and maintaining shop standards.
Keeping shop displays, general areas and museum clean and tidy at all times. This involves hoovering, mopping etc.
Operating the tills and accurately dealing with cash, credit/debit cards transactions.
Issuing Gift Aid application forms
Receiving deliveries, unpacking and re-stocking of shelves or storing goods.
Assisting customers with any enquiries.

General

Ensure all Health & Safety procedures are adhered to at all times.
Proper staff uniform to be worn at all times.
Work as part of a team as well as working using your own initiative

The job description is a broad picture of the post at the date of preparation.
It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out other duties to the equivalent level that is necessary to fulfil the purpose of the post.

April 2019

