

GENERIC ROLE PROFILE

BUSINESS SUPPORT JOB FAMILY: BS1

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To undertake a range of administrative and customer service tasks as part of the wider operation of a specific service area and in order to support high quality service delivery.

INDICATIVE WORK ACTIVITIES

1. Operate routine administration and customer service processes systems and procedures, prioritising them as directed and working within agreed procedures.
2. Where necessary, organise meetings and take minutes or notes, support the co-ordination of events in liaison with other officers / offices, outside bodies and customers.
3. Receive, sort and distribute incoming and outgoing mail. Communicate, influence and advise senior managers and elected members on routine operational matters.
4. Deal with requests from members of the public, external organisations and other services, ensuring that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues as appropriate.
5. Send out routine communications, issue reminders and chase responses in order to ensure effective service delivery.
6. Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock and supplies and other resource administration in accordance with approved relevant procedures.
7. Utilise, monitor and/or maintain office and/or operational equipment, bringing any non-routine issues arising to the attention of the relevant officer
8. Collate, record, store and retrieve data and information as required, including confidential and sensitive material, providing support to officers at all levels in relation to relevant databases and systems.
9. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	JMS
Purpose	
<ol style="list-style-type: none">1. To maximise income from sales of retail stock, admission tickets and other chargeable activities2. To provide a quality visitor experience at The Commandery by welcoming all visitors and providing information in a friendly and enthusiastic manner.	
Service to Customers	
Retail & Reception	
<ol style="list-style-type: none">1. To maximise sales to all those who use The Commandery2. To source and select appropriate merchandise for the shop, to include bespoke stock, within agreed guidelines, as advised by the Museum Audiences Manager3. To work to a delegated stock purchase budget, being mindful of annual targets for turnover and profit margins4. To ensure proper accounting for deliveries, returns and damaged goods5. To update and maintain electronic stock systems (EPOS), liaising with Museum Audiences Manager, and providing productivity reports as required6. To staff the shop, including use of an electronic till & EPOS system, the safe accounting of daily monies, ordering and returns7. To ensure the shop and reception areas are maintained to the highest standards of cleanliness and presentation. To follow the daily cleaning schedule.8. To provide guidance and training for other front of house staff on shop procedures and use of the till as required9. To negotiate with suppliers and manufacturers to secure trade discounts for products10. To input visitor data on a CRM system11. To undertake regular stocktakes12. To monitor stock levels and set prices in accordance with annual targets for turnover and profit margins13. To maximise sales through effective visual merchandising14. To provide a high standard of welcome and customer service to all visitors15. To upsell annual passes, membership scheme, and other chargeable activities16. To monitor the CCTV footage throughout the day	
Commandery Team Duties	
<ol style="list-style-type: none">1. To develop a thorough knowledge of the Commandery, its contents, history, exhibitions and services.	

2. To project a positive image of the Commandery, Museums Worcestershire and Worcester City Council at all times
3. To wear appropriate dress, which may include period costume, and appear clean and smart on duty.
4. To provide information to visitors and answer general enquiries in a pleasant and courteous manner, including information on facilities, exhibitions and services within Museums Worcestershire as a whole.
5. To participate in evaluation exercises as required
6. To participate in promotional work, which may include media interviews and photography.
7. To assist in maintaining the highest standards of presentation in all public spaces
8. To assist in ensuring the safety of the building, collections and equipment against damage, vandalism, theft, fire, flood etc.
9. To observe fire safety precautions, to have an understanding of all relevant emergency procedures and to assist with visitor evacuation as required
10. To be a registered key holder for The Commandery site and to be a member of the out-of-hours emergency response team for all Museums Worcestershire sites
11. You may be required to be a trained First Aider
12. The role requires regular work on weekdays, weekends and Bank Holidays, as well as occasional evening work, plus attendance at staff meetings and training as required.

General Accountabilities:

1. To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
2. To work at other Museum Worcestershire sites, or other locations, as required.
3. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support other staff in their development and training.
4. To perform official errands outside the building, including post, banking and distribution of publicity.
5. To undertake health and safety duties commensurate with the post and/or as detailed in the Health and Safety Policy.

Business Improvement/planning responsibility

1. To assist senior staff and Museum Management Team with the development of the visitor experience
2. To promote future events and other opportunities, including private hires, to visitors in the building
3. To source and select appropriate merchandise for the shop, to include bespoke stock, within agreed guidelines, as advised by the Museum Audiences Manager
4. To create an annual merchandise plan informed by Commandery audiences and income targets
5. To act on advice from retail consultant to improve the merchandise range and visual appeal

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Visitors	Daily	Delivery of excellent customer services to all visitors to The Commandery, including general public, schools and groups / societies
Internal colleagues	Daily	Communication, co-operation and teamwork with all Commandery staff and volunteers, City Council staff, and colleagues within Museums Worcestershire
Partner organisations	Occasionally	Liaison with partner organisations such as the Battle of Worcester Society and the Friends of Fort Royal Park and Commandery Gardens
Shop suppliers	Monthly	Liaison with shop suppliers, negotiation on best price and profit margins
Stakeholders	Occasionally	Council members, including the Joint Museums Committee

Managing Resources (people, equipment, buildings)

Accountability

1. To be aware at all times of the security of the stock, cash and equipment
2. To adhere to GDPR regulations in terms of customer data
3. To assist in the supervision of contractors working on site, with special regard for security
4. To observe fire safety precautions and to comply with all relevant emergency procedures
5. To have an awareness of Health & Safety in a public building and respond to issues accordingly

Procedural Context

1. To work in accordance with both Worcester City Council and Museums Worcestershire procedure and policy
2. To work within the framework of Museums Worcestershire Strategic Plan and annual Service Plan
3. Positively participate in the management and supervision process by attending regular meetings and annual appraisals

Key Facts and Figures

The Commandery has annual visitor targets of 15,000 and income targets of £100,000

Knowledge and Skills

Essential

- At least one year's experience of working in a similar retail environment
- Experience of sourcing stock, visual merchandising and stock control
- Experience of operating electronic tills, cash handling and cashing up procedures
- Experience of delivering excellent customer care in a retail or tourism / heritage environment
- Excellent verbal and communication skills
- Ability to deal positively with customer complaints
- Able to use initiative to respond to problems and unexpected situations
- Able to work collaboratively within a team to achieve results

- An enthusiastic, practical and flexible approach to their work and an open and receptive attitude to change
- A proactive approach to finding out what is happening in the building on a daily / weekly and monthly basis and sharing that as appropriate with visitors
- Experience of cascading information to colleagues to ensure the smooth and effective running of the shop
- The ability to work flexibly including regular weekdays, weekends, evenings and Bank Holidays as required and out-of-hours support in an emergency
- A clean and smart appearance at all times
- A willingness to wear appropriate period costume and to appear in the local press as needed.
- The physical ability to move and carry deliveries and shop stock.

Desirable

- Customer Service training
- Experience of customer relationship management systems
- Experience of working in a heritage or tourism organisation

Behaviours

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices