



Nene Valley Railway Role Profile

Job Title	Gift Shop Supervisor and Administrator
Reports to	General Manager

Purpose

This role is split approx. 50:50 and supports both the general office administration, and the gift shop. It is a varied role utilising retail, buying experience and some supervisory experience to oversee the gift shop, as well as excellent people and customer service skills with a strong administration background to support the day to day running of a busy office environment.

Responsibilities

Gift Shop:

- In charge of ordering stock for the gift shop. Stock will be chosen with the consultation of the General Manager, but an eye for quality tasteful gifts is a must
- Planning ahead with stock ordering dependant on events in the calendar
- Responsible for keeping the till system up to date with new purchases and bar codes.
- Responsible for the appearance of the gift shop merchandising and displays to maximise shopper spend and shelf appeal
- Setting budgets
- Working to income and expenditure sheets, maintaining a strong profit margin
- You'll be responsible for staffing the shop via a roster system, which is covered by volunteer staff
- Being responsible for the recruitment and training of volunteers to work in the shop
- Liaising with suppliers
- Chasing suppliers for prompt deliveries, and unpacking deliveries.
- Experience of till cashing up, and using different till systems
- Completing a thorough stock take of our gift shop for the annual audit

General Admin:

- Taking calls in the office from customers, suppliers and staff/volunteers
- Dealing with customers face to face in the office
- Taking and amending bookings through our bespoke system
- Assisting other staff and volunteers with various office based requirements
- Stepping in to help various areas when needed as we have a 'one team' approach



Capabilities Required

- Excellent telephone manner – polite and confident
- Experience stock of systems and bar coding essential
- Methodical approach to work, accuracy and attention to detail is a must.
- Experienced in using Microsoft Word, Excel and ideally Powerpoint
- Experience of setting budgets would be useful although training can be provided.
- Confident in learning new systems
- Ability to work under pressure in a fast paced environment
- A patient individual, highly organised
- Able to work on own and keep busy during quieter periods.
- Team work and an ability work with all personality types, at all levels is a must.

Hours and days of work:

Sunday, Monday, Thursday Friday, around 30 hours a week.

Approx 8.30am – 4.30pm with flexibility as some days require earlier starts or later finishes.

Salary: £14,000 - £15,000 per annum depending on experience.

Please note, due to the location of our offices, a driver's licence and own transport is essential as we have no public transport links.