

<b>Role:</b> VSA – Retail, Admissions & Tours	<b>Region / Department:</b> South & West
<b>Reports to:</b> VSM – Retail, Admission & Tours	<b>Pay Band:</b> Grade 2 Lower - £12.60 per hour
<b>Location:</b> 215-217 Sauchiehall Street	<b>Type of Contract:</b> Permanent (20 hours)
<b>Terms and conditions</b> The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply - hours of work = 40 per week on days and at times to suit the needs of the job and property opening hours (this will include regular weekend/public holiday duties and some evening work)	

Mackintosh at the Willow is the home of the original Willow Tea Rooms Building at 217 Sauchiehall Street. It was first opened by Miss Cranston in 1903 and designed by Charles Rennie Mackintosh in collaboration with his wife, Margaret Macdonald. Following a detailed restoration project in 2018, the building is now back to its former glory as a unique tea room over three floors. It now includes additional events spaces, an exhibition and a gift shop. In January 2024, Mackintosh at the Willow was acquired by the National Trust for Scotland and the Property is now under their care.

## **JOB PURPOSE**

As a member of our front of house retail and visitor center team, you will work in a fast-paced customer facing environment, providing exceptional customer service in the day to day retail operations by offering visitors a warm welcome and being passionate about delivering a memorable visitor experience in a setting that reflects our heritage.

## **Key Responsibilities**

- Delivering a warm welcome to local, national and international visitors
- Knowledgeable about the product range and encouraging upselling of membership, tours, exhibition and tea rooms offer
- Excellent customer care
- Billing - Cash and Credit Card handling
- Adhere to all financial procedures to include till operations and cash reconciliation duties.
- Adhere to Health and Safety & Food Safety practises and guidelines
- Delivering tours and exhibition events
- Upselling products within the property
- Actively feedback visitor comments to line managers to improve offer, service and operation
- Help achieve sales targets and membership recruitment targets.
- Promoting the National Trust for Scotland as a memberships organisation and the benefits of becoming a member to all visitors.
- Wearing the correct uniform, name badges or PPE as required.
- Undertake any other tasks that may be reasonable requested

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### Qualifications

- No formal qualifications are required

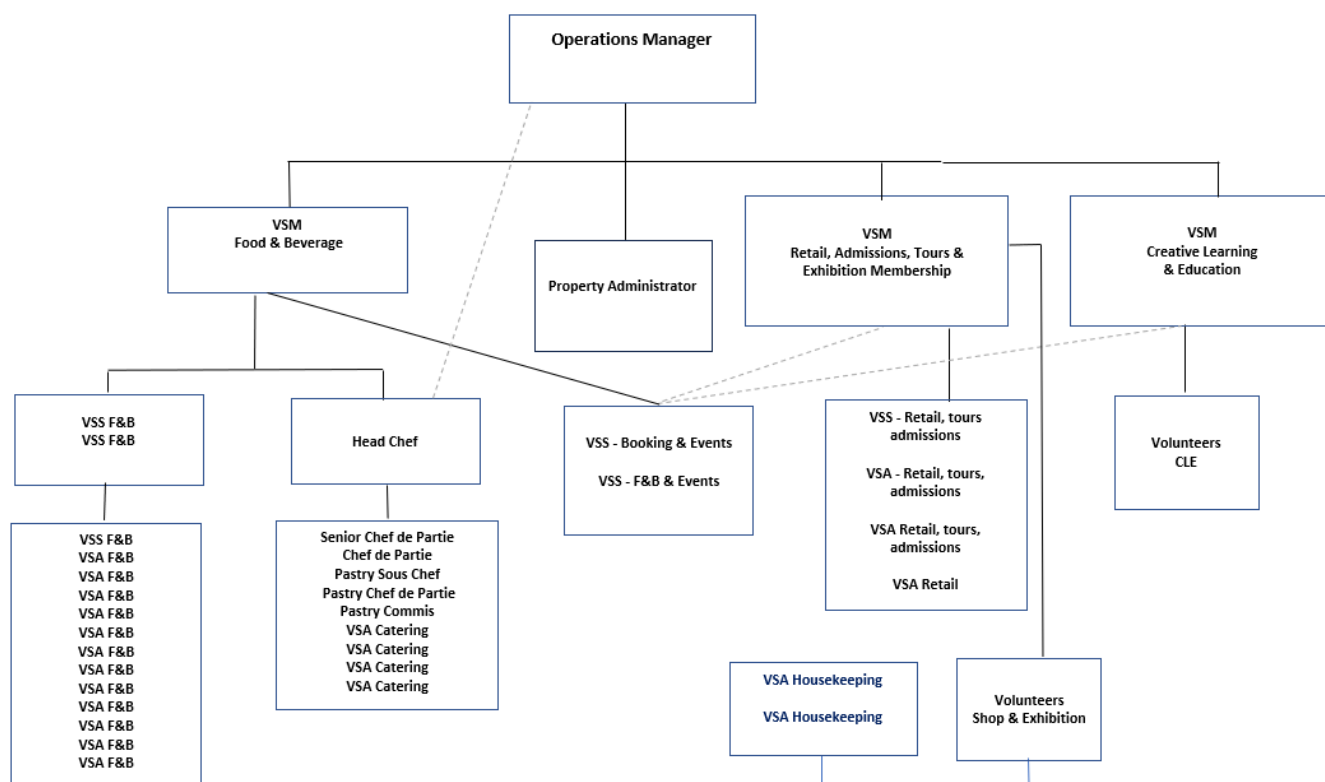
### Essential Skills

- Some experience in the retail and tourism industry in a customer facing role
- Ability to work in a fast-paced environment
- Ability to work as part of a diverse team
- A willingness to share skills with others
- A great communicator with people

### Desirable

- Familiar with EPOS systems
- A willingness to be cross trained, particularly in giving building tours, and in other departments
- Knowledge of Charles Rennie Mackintosh and fascinating history of the Tea Rooms
- A passion for Scotland & Glasgow's heritage and a willingness to enthusiastically share this with our visitors

## **Organisational chart**



## **DIMENSIONS AND SCOPE OF JOB**

### Scale

- Retail and Visitor Centre

#### People Management

- N/A

#### Finance Management

- Adhere to the Trust's financial procedures to include till operation and cash handling duties.
- Help achieve sales targets and membership recruitment targets
- Upsell products across the property
- Actively feedback visitor comments to line managers to improve offer, service and operations,

#### Tools / equipment / systems

- EPOS till system for retail sales and ticket sales
- Clock in/clock out on payroll app

#### Health & Safety

- Adhere to Health & Safety procedures and legislation in liaison with your department manager.

#### Example key performance indicators and targets

- To contribute the overall revenue of the retail and visitor center through excellent service delivery and upselling.
- To contribute to achieving a high scoring Mystery Shop review
- Good attendance record
- Positive customer feedback/reviews
- Adhere to and follow the Trust's policies and procedures and training requirements with a positive attitude.

**The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**