

Role: Apprentice (Retail, Tours & Admissions)	Region: South & West
Reports to: Visitor Services Manager	Pay Grade: Apprentice - £27,976 pro-rata, per annum
Location: The Mackintosh Tearooms, 217 Sauchiehall Street, Glasgow, G2 3EX.	Type of Contract: Fixed Term, 12 Month Contract. Full-Time, 40 Hours Per Week.

JOB PURPOSE

The Retail Apprentice role provides training in a broad range of retail skills to someone with little or no experience. Our apprenticeship is a fantastic opportunity for a young person to learn, train and experience real work in a professional retail environment where we take great pride in looking after our visitors, providing beautiful places for people to visit and working to a high standard.

Our Visitor Centre, including the shop, tours and exhibition, is an essential part of the visitor experience and the apprentice will take on the role of retail assistant seeking to make the shop visit a positive and memorable part of a visitor's day with us. You'll help us maximise sales through excellent customer service, tour delivery and product knowledge, taking pride in presentation and effective behind-the-scenes processes.

The Retail Apprentice will work as part of the professional team there helping to give visitors from across the globe a warm welcome to the shop and help generate the income that enables us to care for our properties.

The Apprentice will also study for a Modern Apprenticeship (Diploma Providing Retail Services SCQF level 6) with XL Training.

Please note that this Modern Apprenticeship is funded by Skills Development Scotland, and we must adhere to their guidelines when hiring for this position.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

While in the Shop, the apprentice will take direction from the Visitor Services Manager or Visitor Services Supervisor, working alongside other staff. The apprentice will have regular guidance and review from XL Training, who are working on the Trust's behalf as our training provider. The employment is for a fixed period of 12 months, subject to continued progression on the course and acceptable performance.

Whilst on site at the shop, the apprentice will provide a consistently high standard of visitor care at all times:

- Deliver a warm welcome to local, national and international visitors
- Answer visitors' queries about products and promotions, using product knowledge to pursue up-selling opportunities, such as of membership, tours, exhibition and tea rooms offer
- Provide 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 practices and guidelines

- Assist in stock merchandising and management, helping to maintain high standards of product displays and stock availability, including stock counts and supporting regular stocktakes
- Support the delivery of engaging public and private guided tours, as well as exhibition events, ensuring visitors receive a high level of customer service and a welcoming, informative experience.
- Promote the National Trust for Scotland and the benefits of Trust membership
- Actively feedback visitor comments to line managers to improve offer, service and operation
- Help achieve sales targets and membership recruitment targets.
- Always maintain excellent standards of site and personal presentation
- Undertake the general ongoing operational cleaning of all areas as necessary
- Wear the correct uniform, name badges, or PPE as required
- Undertake any other tasks that may be reasonably requested

SCOPE OF JOB

Customer Service & Visitor Engagement

- Regular interaction with all members of the public
- Provide outstanding customer service to elevate the overall visitor experience
- Develop a working knowledge of the site's history through engagement and interpretative training and engage visitors in a friendly and informative manner
- Contribute to delivering a high-quality visitor experience by supporting guided tours and exhibition events, engaging with visitors in a welcoming and informative manner, and ensuring excellent standards of customer service at all times.
- Actively support retail sales by engaging with visitors, identifying opportunities to upsell and cross-sell products, and using product knowledge to enhance the customer experience and maximise income

Teamwork

- Regular interaction with colleagues and volunteers to share daily tasks and support a smooth visitor operation
- A flexible approach to opening, setting up and closing the exhibition and retail spaces in line with the rota.

Sales, stock and financial processes

- Help achieve sales targets and membership recruitment targets
- Work closely with the Visitor Services Manager (Retail), designated mentor, and property staff to maintain high standards of display and merchandising.
- Maintain stock availability, accurate pricing, and quality standards.
- Operate tills and share end of day cash reconciliation duties, as appointed by the duty manager
- Adhere to the Trust's financial procedures to include till operation and cash handling duties

Tools/equipment and cleaning chemicals

- EPOS till system for retail sales and ticket sales
- Clock in/clock out on payroll app (PlanDay)
- PeopleXD
- Eventbrite
- ResDiary
- TouchOffice
- Occasional user of cleaning chemicals.
- Expected to become familiar with and comply with the property's Health and Safety policies.

Learning & Development (Diploma Providing Retail Services SCQF level 6)

- Actively participate in the Diploma Providing Retail Services SCQF level 6 programme, taking responsibility for own learning and development
- Apply learning from training into the workplace to improve performance
- Work with VSM, designated mentor and training providers to review progress and identify development needs
- Demonstrate a willingness to develop new skills across retail, customer service and visitor engagement

The current duties of this job **do not** require a criminal records (Disclosure Scotland) check to be carried out.

REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE

Essential:

- This is a development role so there are no set qualifications for this post.
- Ability to work within a team to a high and safe standard.
- Ability to be flexible and adapt working patterns and tasks to meet day-to-day variations in property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- A warm, welcoming and patient approach to front-of-house customer service.
- Excellent selling skills.
- Genuine belief in the value of good customer service.
- Ability to be proactive and to take the initiative.
- Ability to balance training and expectations of the course curriculum alongside café duties.

Desirable:

- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.
- A willingness to be cross trained, particularly in providing operational support, and in other departments
- A passion for storytelling
- 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

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge 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.

HOW TO APPLY

This Modern Apprenticeship is funded by Skills Development Scotland, and we must adhere to their guidelines when hiring for this position.

Interested applicants should forward an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by **Sunday 19th July**.

Please ensure your Application Form includes your full name and contact details, the file sent to us should be titled your first initial and surname. When submitting your Application Form please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, 'Apprentice (Retail, Tours & Admissions) – The Mackintosh Tearooms'