



Sales Supervisor Canalside Heritage Centre

The Canalside Heritage Centre is a new visitor attraction in Beeston Nottingham which opened at the end of June 2017. A quartet of original canalside cottages have been refurbished to provide a small exhibition telling the story of those who lived and worked here, a retail outlet and a catering facility with approx. 40 covers indoors and additional seating outside. The project has been funded by the Heritage Lottery Fund and will become a community resource, a centre for education, history, a place for families to explore, a space for arts and crafts, workshops and small exhibitions.

Job Description

To raise awareness of the charitable aspect of the canalside heritage centres work and maximise contributions to CHC through sales of admission tickets, memberships, raffle tickets and retail goods. The successful candidate will engage with visitors in the story of CHC and ensure that the welcome volunteers work together to promote the charity. The post holder will be able to communicate and share their enthusiasm and passion for this place, the fascinating history and the charitable work we do.

Working within our small and friendly team of staff and volunteers this role will take a lead on increasing revenue from the above income streams. The post holder shall take personal pride in developing income streams, achieving and delivering financial targets and growing support for the charity. They will have a proven track record of successful face to face sales, and be able to maximise income from admission tickets, memberships, raffle tickets, and retail sales.

We are looking for a part time candidate to work approximately 12 hours a week, with flexible hours but including Sundays 11 – 3. The post is a short-term contract until June 2018 due to funding. The post is located at the Canalside Heritage Centre and reporting to the Operations Manager.

The post holder will be responsible for working with the visitor operations manager to create challenging and achievable targets that they will be responsible for working creatively and collaboratively to achieve.

The post holder will work as part of a team to develop retail, ensuring that the team is well trained, and the products help to tell the story of the canalside heritage centre and maximise revenue.

Working with the Visitor Operations Manager to engage, recruit, train and mentor a team of volunteers to support these goals. Creating a well organised team of passionate volunteers to man the welcome desk, providing excellent customer service and promoting admission ticket and membership sales. They will lead by example during the times they are on duty, and coach and support the volunteers to deliver targets in their absence. Previous experience of working with volunteers would be an advantage.

This role will suit someone who is able to work on their own initiative, is organised and loves getting stuck in and making things happen, working with a wide range of people, and is passionate about customer service.

The role includes attending training sessions, and being responsible for day to day health and safety. Some evening and out of hours work may be necessary.

Person Specification

Experience		Essential	Desirable
	Previous experience of face to face sales	X	
	Previous experience of leading teams of volunteers	X	
	Experience of and a passion for working in retail.	X	
	Awareness of health and safety and security issues.		X
	Experience of cash handling		X
	Awareness of data protection.		X
Skills	Excellent sales skills	X	
	First-rate merchandising skills with a good eye for detail and pride in doing a good job.	X	
	Ability to work quickly and efficiently	X	
	Able to work to their own initiative.	X	
	Passionate about the Canalside Heritage Centre and able to share that enthusiasm with others.	X	
	Sufficient IT skills to gather data from the till system to inform decision making. Confident using word, excel, emails and calendars beneficial.	X	
Personal effectiveness	A good team worker, able to be cheerful and communicate effectively with a wide variety of people: visitors, volunteers and staff.	X	
	Highly motivated, enjoys working to, and achieving targets.	X	
	Responsible and reliable, honest and trustworthy.	X	