



Job Description

Job title	Volunteer Shop Manager
Location	Gift Shop, Marine Villas, Swanage Pier
Working with	Volunteer & Activities Coordinator, Volunteers

Introduction

The aim of the Swanage Pier Trust is to preserve and maintain the national award-winning grade II listed Pier at the gateway to the Jurassic Coast World Heritage Site, for the benefit of visitors and the local community. The development of education and recreational facilities are key elements in helping to ensure the Victorian structure continues to attract a wide range of visitors for generations to come.

Currently there are more than 110,000 visitors each year who take part in a range of activities including sub aqua diving, fishing, kayaking and cruise boat trips. The most popular activity is strolling which accounts for more than 70% of visitors.

Purpose of Role

The main purpose of the post is to manage the Gift Shop for Swanage Pier Trust.

This is a customer facing role and will require good customer service, retail and administration skills. A good knowledge of retail will help.

The postholder will need experience in a retail role. A flexible approach will help.

Task Details

- To be responsible for the trust gift shop and act as a first point of contact for visitors, members of the public, trustees, volunteers and staff.
- To have a flexible working approach. To also help coordinate cover at all other times.
- To manage and direct enquiries in a professional and efficient manner.
- To be responsible for the sale of merchandise, as appropriate and to oversee shop stock levels.
- To help process online sales.
- To liaise with shop suppliers, place orders and ensure new stock is recorded and registered on the till system.
- Ensure that the gift shop area including displays are kept tidy, stocked and well presented.
- In line with the cash handling policy, assist with the administration of shop income.

- To identify and uphold health and safety measures.
- To maintain confidentiality at all times and to ensure the equal opportunities policy is upheld in all aspects of work.
- To encourage people to be supporters of Swanage Pier Trust

This job description is subject to review to ensure that it truly reflects the strategic direction requirements of the Swanage Pier Trust.