



# HAREWOOD

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Retail Assistant</b>
<b>Department:</b>	<b>Retail</b>
<b>Type of Contract:</b>	<b>seasonal</b>
<b>Responsible to:</b>	<b>Events and Operations coordinator</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Hours:</b>	<b>minimum 35 hours per week March – November</b>
<b>Salary:</b>	<b>£6.50ph</b>

### ABOUT HAREWOOD

The Harewood House Trust is an independent charitable trust which manages and maintains Harewood House and its immediate grounds, by opening to the public as a visitor attraction and events venue and attracting many thousands of visitors a year.

Harewood House is one of England's finest 18<sup>th</sup> century country houses, with a magnificent collection of fine and decorative arts. It is an accredited museum and nationally designated collection and is the family seat of the Earl and Countess of Harewood. Set in extensive grounds, Harewood has award winning gardens and a renowned Bird Garden.

As an educational charitable trust, Harewood's key objectives are:

- To preserve for the benefit of the public the House, Gardens and Collections
- To promote the study and appreciation of the arts and sciences
- To provide facilities for recreation

Alongside the care, conservation and interpretation of the core collections, Harewood runs a series of innovative exhibitions of contemporary as well as historic art.

Harewood House Trust is a non-profit making organisation. All income from admissions, events, membership, private hire and other activity is re-invested back into the Trust to ensure its future sustainability.

Further information about Harewood and its programme of events can be found on the website [www.harewood.org](http://www.harewood.org)

Harewood is fortunate to receive support from a large number of volunteers, with different backgrounds, experience, skills, ages and interests. There are many areas in which volunteers are involved and the team plays an important part in ensuring that this special place is both looked after and maintained for present and future generations to enjoy.

### CORE VALUES

Our core values are:

- Make it friendly and fun for all
- Embrace our future
- Respect our past
- Keep it clean

## **JOB SUMMARY**

- To provide a warm welcome to all Harewood Visitors in a courteous, prompt and helpful manner.
- To be proactive with excellent communication skills. The role is customer focused, so customer service experience is ideal.
- To maintain the high standards and cleanliness at the ice cream kiosk.
- To provide visitors with accurate and comprehensive information to optimise the visitor experience.
- You must show the ability to work individually and as part of a team.
- Excellent personal presentation is required.
- Full training will be given.

## **KEY TASKS**

- Provide visitors with a warm welcome.
- Set up, replenish and clear down the ice cream kiosk on a daily basis.
- Duties are varied and a flexible attitude to tasks undertaken is essential.
- Cash Handling
- Stock takes
- Stock rotation
- Ensure sales transactions are processed accurately and promptly
- Ensure that work areas remain clean and tidy and are conducive to efficient work practices.
- Any other duties as requested by line manager.

If you are interested in applying for this position please send your CV to [Natalie.h@harewood.org](mailto:Natalie.h@harewood.org)

