

TOTTON & ELING TOWN COUNCIL JOB DESCRIPTION

JOB TITLE	Tide Mill Assistant
SCP	11 - 14
LOCATION	Eling Tide Mill
RESPONSIBLE TO	Eling Experience Manager

MAIN PURPOSE OF JOB

- To operate as part of a small team providing an efficient and effective customer reception service to the Eling Tide Mill and Gift Shop, including general administration duties as directed by the Eling Experience Manager.
- Participate in the promotion of the Eling Tide Mill Experience to new and returning visitors and demonstrate an interest in the art of Milling.

KEY TASKS

- Greet customers/visitors to the Eling Tide Mill and Gift Shop in a polite and friendly manner ensuring that their needs are met. Respond to any complaints they may have during their visit. Co-operate with colleagues to ensure smooth running of the Tide Mill.
- Assume the role of Tour Guide/Curator, where appropriate, giving information on the Tide Mill History, workings etc.
- Deal with Tide Mill correspondence (telephone, fax, email and post) including initial confirmation of group bookings where appropriate.
- Maximise on sales opportunities in the Gift Shop, selling flour and stock to customers and visitors. Ensure displays, counter and shop area are clean, neat and tidy at all times. Assist in producing new material for window, stock and information purposes as required.
- Comply with the Council's Health & Safety policy ensuring that postholder, colleagues and visitors' HASAW needs are met.
- Ensure building is safe and secure, i.e. doors locked and alarm systems

operative at the end of working day. Report any faults immediately to Eling Experience Manager or relevant responsible person.

- Assisting Miller with disposal of old/contaminated grain and flour in accordance with Council's Environmental Health policy.
- Carry out stock taking and stock management (including disposal of out of date stock) as directed by Eling Experience Manager.
- Receive and check deliveries for Tide Mill and shop
- Maintain daily income records and forward a monthly sheet to Finance at the Civic Centre.
- Complete petty cash sheets and forward to Finance on a weekly/monthly basis with invoices attached.
- Checking the till and cash floats on a daily basis and forwarding takings to Finance each week together with daily takings sheets
- Participate in the Council's appraisal scheme
- Assess own training needs and attend training courses as required and assist with staff training (including training for Volunteers if required)
- Carry out flour bagging and labelling to ensure appropriate stock quantities
- Complete all relevant paperwork including timesheets
- Provide assistance to Cleaner and Miller where necessary with cleaning and general maintenance duties.
- Carry out any other reasonable and relevant tasks as required