



Front of House Assistant role Zero Hours contract 2024

NOTHE FORT

Nothe Fort is officially the Best Small Visitor Attraction in England and we are looking for someone special to join our award winning team!

Located at the entrance to Weymouth Harbour, the Fort has stunning views across the Dorset coastline. We have a maze of underground passages, parade ground, ramparts, a museum, café and shop.

Nothe Fort is a charity and is managed by 12 members of staff and 138 volunteers. We have over 94,000 visitors a year.

FRONT OF HOUSE ASSISTANTS

This is a very busy and varied role where you will make a real difference. You will be working as part of team to ensure that our visitors will have the best possible customer experience, and that Nothe Fort maximises it's potential income.

ROLE

- To issue visitor entrance tickets, accurately processing cash and electronic transactions using our till epos system
- To cash up at the beginning and the end of the day.
- To open and lock up the Nothe Fort daily.
- To support the trading activities of the museum shop.
- To ensure the shop is well stocked and clean and tidy at all times.
- To act as a steward, providing excellent customer service to our visitors
- To undertake visitor/customer satisfaction surveys.
- To staff our children's activities such as the 'mouse trail' and family holiday activity programme
- To support our exciting and varied events programme
- To undertake any other duties as reasonably required..

SKILLS NEEDED

- A flexible approach.
- A willingness to 'want to make a difference' to the role.
- Good communication skills and a willingness to talk in public.
- An ability to carry out duties in a professional manner .
- A friendly and approachable manner.
- An ability to mix with a wide age range and backgrounds.
- An ability to work well under pressure in busy and crowded situations.
- An ability to work as part of a team and independently.
- A positive can-do attitude.

DESIRABLE KNOWLEDGE / EXPERIENCE

- GCSE (or equivalent) in Maths & English
- Customer care
- EPOS till
- Shop merchandising
- Working with volunteers

WORKING PATTERN

- The role is a zero hours contract, and paid minimum wage.
- Working rota will be drawn up every 2 weeks.
- You will work approximately 2 days per week until the end of the season (15th December).
- There will be additional days during October half term (26th Oct – 2nd Nov)
- The core hours are 10.00am - 4.30pm.
- You will be expected to work weekends.
- Uniform including t-shirts and jumpers will be provided.
- All employment offer is subject to satisfactory DBS check and personal references.

TO APPLY

Please send your c.v. and a short covering letter to amanda.evans@nothefort.org.uk by 10am on **Monday 23rd September 2024**.

If you have any questions, please do not hesitate to contact Amanda for a chat on 01305 766626