

South Tynedale Railway

Role Profile

Retail Assistant (seasonal, part-time)

Employer	South Tynedale Railway Ltd
Position	Retail Assistant (seasonal, part-time)
Appointment	Part-time seasonal from early April to the end of October. Guaranteed 2 days per week from 10a.m to 4p.m, extra hours may become available
Responsible to	Finance Officer and Marketing and Events Manager
Main Duties	Staffing the ticket office and shop, welcoming visitors, issuing tickets and selling merchandise using the EPOS system.

Key Performance Indicators

- Ensure visitors are given a friendly welcome and enquiries, both face to face and on the telephone, are answered promptly
- Advise visitors on the most appropriate train ticket to buy and explain the donation ticket and gift aid scheme at point of sale
- Ensure gift aid information is collected and then kept securely
- Use EPOS system to track sales and stock and assist with purchasing and stock management
- Cash up accurately at the end of the day and follow cash handling procedures at all times
- Ensure that the ticket office and shop are kept clean, tidy and fully stocked
- Support other team members as necessary to ensure that visitors have a positive experience

Terms & Conditions

Hours of Work Normally 2 days per week, 6 hours each day. This may include weekends and bank holidays. Bank holidays are standard working days for STR staff and therefore pay rates remain the same.

Work Location	Mainly the Railway Station, Alston, Cumbria but you may be asked to work at the Railway Station, Slaggyford Northumberland as appropriate to the business need.
Salary Band	£8.21 per hour (paid monthly in arrears)
Annual Leave	28 days' pa (pro rata for part time contract) and strictly by prior arrangement with your line manager around the needs of the business. This allowance includes bank holidays.
Pension	Auto enrolment subject to Pensions Regulator rules unless you opt out.
Training	Provided by the society by arrangement and by agreement, to support career development and STR Ltd.
Sick Pay	Statutory sick pay after 3 waiting days.
Notice Periods	One week by either party (unless Gross Misconduct applies)
Variation of Contract	South Tynedale Railway Ltd reserves the right to change these terms and conditions as the business evolves.