

TOTTON & ELING TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE	Tide Mill Assistant – Fixed Term Contract
SCP:	3-6
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, including general administration duties as directed by the Eling Experience Manager.
- Participate in the promotion of the Eling Experience to new and returning visitors.

KEY TASKS

CUSTOMER SERVICE

Greet customers/visitors to the mill and 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 mill.

To assume the role of Tour Guide/Curator, where appropriate, giving information on Mill History, workings etc. Assist Eling Manager in compiling a tour guide manual and ensuring this information is kept up to date.

Deal with correspondence to and from the mill by way of telephone, fax, email and post.

Take group bookings where appropriate in line with the Eling Experience Manager

Ensure displays are neat and tidy and assist in producing new material for window, stock and information purposes.

HEALTH & SAFETY

Comply with the Council's Health & Safety policy

Ensure building is safe and secure. Report any faults immediately to Eling Experience Manager or relevant responsible person

Ensure building is locked and secure at end of working day, i.e. doors locked and alarm systems operative

Ensure that at all times the post holder, colleagues and visitors HASAW needs are met in accordance with guidelines issued by the Civic Centre

Environmental Health (Including the disposal of old/contaminated grain and flour – when applicable)

Fire Code (Including weekly fire door checks)

PURCHASING

Purchase Tide Mill supplies as required, providing receipts for purchases, and balance petty cash in conjunction with the Eling Experience Manager.

To carry out stock taking and stock management (including price adjustments and the disposal of out-of-date stock)

Receive and check deliveries for Tide Mill and shop and forward invoices to Finance department

FINANCE

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

Be responsible for checking the till and cash floats on a daily basis and forwarding takings to finance each week together with daily takings sheets

MISC

Agree on work patterns with colleagues to ensure one (or more if necessary) member of staff is always on duty, holiday cover etc.

Participate in the Council's appraisal scheme

To assess own training needs and attend training courses as required and assist with staff training (Including training for Volunteers if required)

To assist with pest control checks (including reporting any concerns/problems in the first instance to the Eling Experience Manager)

To carry out flour bagging and labelling to ensure appropriate stock quantities – if/when required.

To complete all relevant paperwork including timesheets

To assist where necessary with cleaning and general maintenance

To assist as necessary with lowering/raising sea gates and/or storm gate and checking sea gates for damage/obstructions

To assist in ensuring that the appropriate measures are in place for flooding and adverse weather conditions

To carry out any other reasonable and relevant tasks as required