



Job Description

Job Title	Retail Coordinator
Department/Location	Visitor Services, Terrace Walk Bath
Reports To	Head of Visitor Services
Staff Responsibilities	None
Hours of Work	21 hours a week
Salary	£20,000 pro rata

Summary of Position

To manage and develop the Visitor Information Centre (VIC) retail offering and contribute to online content.

Primary Responsibilities

1. Develop the current retail offer for counter and online sales	2. Manage stock control and ordering of new stock and produce up-to-date reports regularly for the Head of Finance and Head of Visitor Services
3. Contribute to Visit Bath Shop online content and work closely with Visit Bath Marketing team to support social media activity	4. Recruit and maintain a productive working relationship with local artists and traders and promote all aspects of the business to increase footfall to the VIC
5. Support, promote and suggest events to generate income, promote all aspects of the business to increase footfall to the VIC	6. Ensure the front of house retail is always stocked and tidy, maintaining flexibility of the seasonal demands on the business
7. Deal with all customer complaints in a courteous and polite manner ensuring they are logged in the appropriate system	8. There might be, on occasion, other duties required of you which will be reasonably requested by your manager

Personal Specification

	Essential	Desirable
Qualifications and Training	Working knowledge of digital marketing, social media and basic editing of website content. Numerate and literate.	
Experience	Working in a retail environment including EPOS systems.	
Qualities and Attitude	Honest and reliable with cash handling experience. A self-starter, able to work on own initiative.	Good organisational skills with the ability to maintain a tidy working environment.
Sector/Industry Knowledge		Previous experience of working with a Destination Marketing Organisation.

Prepared By

Name	Jane Warren
Job Title	Head of Visitor Services

Please note, this job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement on any changes.