

Wigtown Festival Company

Job Description: Shop Assistant

Salary

- 1 Salary £2,080 - £3,000 depending upon whether the successful candidate undertakes additional hours during Wigtown Book Festival and the end-of-year stock take. 2 days annual leave entitlement.

Tenure

- 2 This post is initially for a period of 1 year.

Relationships

- 3 The Shop Assistant will be responsible on a day-to-day basis to the Commercial Manager and through them to the Operational Director.

Background to the Post

- 4 Established as a charity in 2007, Wigtown Festival Company aspires to make Dumfries & Galloway a better place to be a reader and a writer – a place where literature changes lives. Our flagship event is the annual Wigtown Book Festival which is now one of the UK's best-established literary gatherings, featuring more than 200 sessions for all ages, and encompassing visual arts, music, theatre and food as well as book events. The Company delivers a year-round programme focused on reader and writer development with activity including mentoring, Big DoG Children's Festival, Big Bang Weekend and Hooked young readers and writers conference.

In 2017, the Company moved to 11 North Main Street where the book and gift shop was developed to strengthen our year-round contribution to Scotland's National Book Town and provide new revenue streams to support our charitable work.

Purpose of the Post

- 5 Responsibility for supporting the successful running of Number 11 – Wigtown Festival Company's book and gift shop on Saturdays. In addition, the role may (by choice of the successful candidate) be extended to include hours during the annual Wigtown Book Festival and end-of-year stock take.

Duties of the Post

Shop Assistant

- 6 Opening and closing the shop.
- 7 Serving customers, taking payments and recording sales (using computerised till system).

- 8 Following licensing legislation for the sale of alcohol (full training will be given).
- 9 Answering general queries by telephone and in person.
- 10 Tidying, cleaning and restocking shelves as required.
- 11 Update shop-related spreadsheets.

Personnel Management

- 12 Support shop volunteers as required.

External Relations

- 13 Promote positively at all times the work of the Wigtown Festival Company both internally and to key stakeholders, customers, sponsors, participants, audiences and other involved groups.

General

- 14 Undertake any reasonable additional tasks as may from time to time be required by the Commercial Manager or Operational Director. If additional training is required to carry out such duties, this will be funded by the Company.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Standard Grade / National 5 including English and Maths. • Formal record of additional qualifications gained. 	
Experience	<ul style="list-style-type: none"> • Experience of prioritising and organising own workload. 	<ul style="list-style-type: none"> • Experience in retail.
Skills & Abilities	<ul style="list-style-type: none"> • Good standard of numeracy and literacy. • Tact and diplomacy in dealing with the public, volunteers and staff at all levels. • Ability to maintain confidentiality. • Attention to detail and accuracy. • Good computer literacy and word processing skills. • Proficient in Microsoft Office applications including Word and Excel. 	
Personal Qualities	<ul style="list-style-type: none"> • Articulate. • Friendly. • Professional manner and appearance. • Highly motivated and enthusiastic approach to work. • Excellent time management. • Self-starter with ability to work alone or as part of a team as required. • Ability to use own initiative. 	<ul style="list-style-type: none"> • A keen interest in literature and its place in the local community.