

Hawk Conservancy Trust  
Visitor Centre, Sarson Lane  
Weyhill, Andover  
Hampshire, SP11 8DY

T: 01264 773 850  
F: 01264 773 772  
E: [info@hawkconservancy.org](mailto:info@hawkconservancy.org)  
[www.hawkconservancy.org](http://www.hawkconservancy.org)



*Where the sky's the limit*

## Admissions and Retail Assistant Manager

An exciting opportunity for an assistant retail manager who will have the drive and customer service skills to continue our outstanding track record in delighting customers. The Trust has already enjoyed considerable success over the last 50 years and is ranked in the top 30 attractions in England according to TripAdvisor.

Your role will be to ensure the high standard of the Trust's visitor welcome is sustained and to assist with growing the business further.

**Responsible to:** Admissions and Retail Manager

**Responsible for:** Day-to-day operations and management of department in absence of Admissions and Retail Manager

**Salary:** Up to £17,000 pro-rata, depending on experience

**Hours:** Part-time including weekends, bank holidays and school holidays, plus staff holiday cover. Some evening hours are required for a few events each year. Initially a 2-year contract.

## About the Hawk Conservancy Trust

The Hawk Conservancy is an award-winning visitor attraction and conservation charity dedicated to the conservation of birds of prey. We are fortunate to be situated on a stunning 22-acre park with a range of facilities, including the Trust Shop which is connected to our superb Feathers Restaurant. Our reputation for a warm welcome and passion for our birds and our visitors is central to our success.

### Purpose and objectives:

To promote the mission of the Trust and achieve the Trust's aims of being a leading UK attraction, renowned for its customer service, passion and enthusiasm.

Assist in managing the Hawk Conservancy Trust's Admissions & Retail function, ensuring that operations run smoothly and realising the full potential for the Trust Shop. Work closely with customers so that we exceed expectations through impeccable customer service standards.

Increase awareness of the Hawk Conservancy Trust's events, products and function capabilities and achieve growth objectives.

CONSERVATION EDUCATION RESEARCH REHABILITATION

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### Main duties and responsibilities:

- Provide excellent customer service and warm visitor welcome at all times with professionalism and courtesy
- In the absence of the manager, oversee all aspects of the day-to-day operations, ensuring all staff, systems and processes are operating smoothly
- Achieve or exceed sales, profitability and other key performance indicator targets
- Maintain extensive knowledge of the Trust's products in order to provide customers with information, achieving additional sales and donations in a manner that reinforces the Trust's positive image and is perceived as helpful rather than pushy
- Assist with managing shop merchandise to meet the needs of Trust customers
- Take pride in your appearance and that of the premises; maintain an attractive and inviting shop with excellent housekeeping standards
- Supervise the Admissions and Trust shop team in the absence of the manager
- Carry out the financial and cash management processes in accordance with audit and security requirements and good practice
- Comply with Health and Safety legislation
- Stay abreast with and master retail and admissions technology
- Support development of the profile of the Trust Shop as a part of the overall experience of a visit to the Hawk Conservancy Trust
- Contribute to the overall teamwork of the Hawk Conservancy Trust
- Attend trade shows, conferences, seminars and exhibitions as necessary
- Any other duties which are relevant to the role

### PERSON SPECIFICATION

#### Essential Experience and Qualifications:

- Retail supervisory experience working in a similar retail operation, preferably in a gift shop or visitor attraction; a track record of success in meeting or exceeding targets
- Tenacious, enthusiastic and committed to delivering a consistently high standard of customer service. Able to deal with rare customer complaints or problems and resolve them positively
- Expertise in merchandising desirable, including visual merchandising and managing stock levels
- Awareness of Gift Aid desirable

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- Professional appearance, excellent communication and ambassadorial skills at all levels and across all forms
- Strong organisational and multitasking skills and ability to cope with competing demands
- Supervisory skills, preferably including working with volunteers
- Initiative to cope with the unexpected and willingness to pitch in and help where necessary
- Excellent IT and technical skills including EPOS, online sales, Word, PowerPoint, and Excel
- Team player
- Flexible approach to work rota
- Unimpeachable integrity and trustworthiness. Able to balance a warm welcome with security
- Committed to equal opportunities and anti-discriminatory practise

## APPLICATION

Submit a CV together with a covering letter, noting the position for which you are applying, to [hr@hawkconservancy.org](mailto:hr@hawkconservancy.org) or by post to Human Resources, Hawk Conservancy Trust, Sarson Lane, Weyhill, Andover, Hampshire, SP11 8DY.

**Please Note:** the position is subject to DBS (Disclosure and Barring Service) check and references.

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