



**CITY VARIETIES**  
MUSIC HALL · LEEDS

*The*  
**GRAND**  
Theatre & Opera House Leeds



## Merchandise & Sales Coordinator

This role is part of our Customer Experience team. The team makes sure that everyone who visits us at Leeds Grand Theatre or The City Varieties Music Hall has a great time and is safe. We also try to raise money to support the charity's work and to achieve this the team also encourages 'secondary spend' (when our audiences spend money on things beyond their tickets, whether that's a drink at the bar, getting an ice cream, or buying a programme).

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### Purpose of the job

The Merchandise & Sales Coordinator manages all sales activities to boost merchandise and program sales. This includes working with visiting and merchandise companies, preparing sales reports, and updating till software weekly. The role requires strong organisational skills, attention to detail, and a commitment to high service standards.

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### Key Responsibilities

Here are some of the key things you'll be doing regularly in this job:

- Liaising with visiting companies (people who are bringing shows to our theatres regarding their shows and merchandise).
- Before each show, count and arrange merchandise and present it attractively ready to sell, whether that's our merchandise, or has come with a visiting show.
- Building sales sheets and programming the point of sale (till) system for all incoming merchandise. Full training will be provided.
- Serving audience members with programmes, sweets, drinks and merchandise demonstrating a high level of customer service.
- Being accountable to the House Manager for delivering a professional standard of customer service
- Maintaining cleanliness and tidiness in the foyer and kiosk area.
- Following the rules about handling money and payments.
- Checking stock levels, then rotating and ordering stock as required.
- Working alongside the House Manager to reconcile merchandise and carry out stock checks.
- Using Microsoft and in-house programmes to produce management and stock reports

In an emergency you'll be expected to:

- Be responsive to any emergencies such as sudden illness and react with calmness and efficiency.
- Act as first aider.
- Be familiar with and follow our fire and evacuation procedures.

#### Other expectations

- You will follow all policies and procedures inc. security, fire, and health and safety.
  - You will work positively with colleagues to promote a positive work environment.
  - You will represent the Brand and the culture of LHT in a positive light both inside and outside the organisation.
  - You will attend annual training sessions.
  - You will undertake any other duties reasonably requested by management.
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#### About you

You should apply for this job if:

- You have an interest in, and a passion for, sales and selling.
- You value customer service highly.
- Have good attention to detail.
- You can be productive getting on with things by yourself but work well as part of the wider team.

It's likely that you will have worked in a fast-paced environment and be able to work under pressure and tight deadlines.

#### Essential attributes

You need to:

- Be 18 or over due to alcohol sales being part of the job description
- Be able to deal with customers and colleagues confidently and professionally. Be punctual and reliable.
- Have relevant sales experience, including handling cash.
- Be confident working with Microsoft Office and confident about learning to use (and then using) in-house software.
- Know about stock/cash reconciliation.
- Be able to work flexibly on your own initiative.
- Be able to work well under pressure, manage multiple priorities, and meet targets.
- Be willing to work evenings and weekends.

#### Desirable attributes

If we have a lot of applicants who demonstrate that they meet the essential attributes, we might also look at whether you have:

- Knowledge of licensing legislation.
- A First Aid at Work qualification.
- A Food Hygiene certificate.
- Conflict Management.

#### Physical Demands

Although we will make reasonable adjustments for someone who is disabled, you should know that this work requires the ability to lift/carry objects of weights between 15lbs and 50lbs regularly; mechanical lifting devices (carts, dollies, etc) or team lifts will be provided (and you will have to use them) when possible. The work requires the ability to stoop, bend, reach and grab with arms and hands, manual dexterity, and the ability to stand for long periods.

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**Contract type:** Permanent; annualised hours contract

**Responsible to:** House Manager and Duty Managers on a day-to-day basis.

**Salary:** £12.30 per hour

**Holiday Entitlement:** Four weeks holiday, plus 1.6 weeks bank holiday allowance. This will increase with the length of service.

**Benefits**

- Generous average salary pension scheme
- Regular staff offers and discounts for our venues and local businesses
- Free to use Employee Assistance Programme that supports your health and wellbeing
- Personnel investment and training

**Probation Period:** Six months

**Notice Period:** One month, on completion of your probationary period

**Hours:** 28hrs per week, based on an annualised hours contract. Shifts will be allocated monthly depending on the needs of the business. Your normal hours of work will average 28 hours per week (working five days Monday to Saturday). The actual times of work will vary according to the needs of the business and will involve evening and weekend work. In exceptional circumstances, you may be asked to work any time, 24 hours over six days a week.