



Job Title: Cashier

Job Level:

Responsible To: Reception and Admin Manager

Direct Reports:

Place of Work: Ponds Forge ISC

Purpose of Job: Responsible for the accurate handling and reporting of cash transactions within the venue, counting cash from car park, vending and change machine.

Job Summary: Working as part of the reception team, you will ensure the venue has the correct cash resources to maximise sales in reception and catering, as well as making floats for event tills. This role will include training front line staff. You must have a level of fitness to manage a large premises and heavy cash bags/boxes.

Key Responsibilities:

1. Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2. Customer Service

- Maintain standards and provide exceptional customer care which will maximise repeat business.

3. People and Service

- To assist and train venue employees in the correct procedures regarding till transactions, cash handling and cashing up procedures.
- Work in conjunction with the Reception and Admin Supervisors to deliver training requirements within the department, to ensure all aspects of the cash handling and other payments systems are clearly defined and understood.

4. Financial

- Ensure all events will have sufficient floats and change.
- Assist in preparing all reports and documentation to allow clear communication with the finance department, including income summaries and tracker.
- Ensure the correct float denominations are ready to allow for a smooth operation.

5. Business Development

- Assist in the preparation for banking collection and send paperwork to the finance department.

- Reporting any issues to the Reception and Admin Manager and create solutions to these.

6. Operations

- Enable the business to run all major events by ensuring sufficient change and floats are available
- Carry out relevant training to individuals
- Able to work flexible hours to suit the business needs

7. Health and Safety

- Always complying to Health and Safety Company Policy

Expected Behaviours

- ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.
- Buying into changes
- Always following procedures