

## Job Profile

**Post:** The Rum Story Retail Assistant  
**Reporting to:** Retail Supervisor / Business Development & Retail Manager (to be filled)  
**Access to:** The Rum Story wider team, Whitehaven Harbour Commissioners' central office team, and specialists in areas such as finance, operations and marketing/PR

### Purpose

We are looking for an enthusiastic new team member for our popular Rum Story Shop and Visitor Attraction. The post-holder will work in the original Jefferson's retail outlet that has been an integral part of Whitehaven's history since 1785, as well as being offered the opportunity to help with private hires and public events.

As part of the wider Whitehaven Harbour Commissioners (WHC) team, The Rum Story is proud to support local businesses and encourage visitors to the town and wider West Cumbria.

WHC is a not-for-profit organisation, safely managing and maintaining Whitehaven Harbour and its environs for the benefit of all. We are committed to optimising our commercial revenues in order to continually improve by reinvesting in our assets, ensuring all of those assets are managed and proactively maintained to provide a safe, sustainable and enjoyable environment and experience for all users.

At the heart of the community, we celebrate our 400-year history to drive the future and protect the legacy of this unique local institution.

We are proud of our core values. We will:

- actively listen and put people at the heart of what we do
- treat people fairly and inclusively, embracing equality and diversity
- be honest, open and transparent in our dealings with customers, colleagues and partners
- stand up and take responsibility for our actions
- provide a safe and secure environment for all
- strive for continuous improvement and a better future

There are two important projects under way, which our team are helping to shape and deliver.

The first is working with Anti Racist Cumbria on *The Rum Story Reimagined* project, supported by a grant from the National Lottery Heritage Fund. The aim is to retell the history of The Rum Story and Whitehaven's connection to the trading and trafficking of enslaved people from Africa, resulting in a world-class, relevant and attractive visitor experience.

In addition, we look forward to the opening of The Edge, Cumbria's new coastal activities centre on the harbourside. The Edge has a unique and exciting purpose, not just for watersports and other outdoor activities but a multitude of uses, from community workshops to cultural events, as well as offering overnight accommodation, café facilities, changing rooms and publicly accessible toilets. The property will be managed by a commercial operator who will liaise with the WHC team and other partners to help deliver a variety of outputs and outcomes for the benefit of the community.

## **Duties and responsibilities**

- Taking customers' money for goods purchased in the shop
- Cashing up and completing banking sheets at the end of each day
- Welcoming guests to The Rum Story visitor attraction and taking money for tickets
- Keeping shelves stocked and tidy
- Carrying out regular visual checks that all public areas are clean, tidy and free from hazards
- Accepting deliveries of stock, pricing products and displaying in the shop
- Flexibility to cover occasional extra shifts for holidays and sickness
- Assisting customers with enquiries about The Rum Story visitor attraction and shop products
- Occasional work to support the wider team with attendance at events, trade shows, festivals and other off-site activities
- Assisting The Rum Story Supervisor with quarterly stock take
- Carrying out other reasonable duties at the request of The Rum Story Supervisor
- Assisting with training seasonal staff, where necessary
- Opportunity to train as a tour guide, if desired

## **Person specification**

### *Essential*

- Strong communication and people skills
- Ability to develop and maintain relationships with customers and suppliers
- Knowledge of basic shop systems and procedures
- Good working standards in maths and English
- Comfortable with multi-tasking and prioritising
- Committed to providing an exceptional customer experience

### *Desirable*

- Interest in local history and heritage
- Driving licence and use of own vehicle
- First Aid at Work training
- Fire Marshal training

## **Headline terms & conditions**

**Contract:** Part-time permanent position

**Salary:** National Living Wage for age

**Hours:** 16 hours per week (equivalent to two days), with opportunity for paid overtime

**Annual leave:** 5.6 weeks pro rata including public holidays

**Pension:** WHC operates an auto-enrolment pension scheme through Nest

**Notice period:** One full calendar month

**Probation period:** Three months (during which the notice period on either side will be one week)

**Working arrangements:** The Rum Story is a seven-day operation and most full-time employees work five days a week with a 30-minute paid lunch break per day. Weekend work is part of the rota and occasional evening work may be required.

**Location:** This position is based in the Jefferson's Shop on Lowther Street and The Rum Story visitor attraction in Whitehaven. There may also be opportunities to travel outside of the area supporting the team with trade fairs, fetes and festivals.

**Additional employee benefits:** Staff discount in The Rum Story shop; free parking on WHC car parks.

## **How to apply**

Please send a CV and covering letter to CEO Deanne Shallcross at Whitehaven Harbour Commissioners, 27 Lowther Street, Whitehaven, CA28 7DN or email [deanne@whitehavenhc.org.uk](mailto:deanne@whitehavenhc.org.uk)

**Deadline for applications:** 10am Monday 20<sup>th</sup> January 2025

**Interview dates:** w/c 27<sup>th</sup> January 2025

**Further information:** If you have any queries about the role, or would like an informal discussion before applying, please email our Office Administrator Lynn Denvir on [lynn@whitehavenhc.org.uk](mailto:lynn@whitehavenhc.org.uk) or call 01946 592933 for your enquiry to be shared with a relevant team member.

**Equal opportunities statement:** WHC/The Rum Story are committed to promoting equal opportunities in employment. All job applicants receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

We are required by law to ensure all employees are entitled to work in the UK. Prospective employees, regardless of nationality, must be able to produce original documents before employment starts, to satisfy current immigration legislation.