

**Role Profile:** Senior Sales Assistant

**Salary Grade:** £12.75 an hour

**Organisational Area:** Marketing and Admissions

**Report to:** Membership and Admissions Manager

**Contract Type:** Permanent – average of 16.25 hours per week with some shifts on a rota pattern and others worked flexibly across the year to support the needs of Compton Verney

**Closing Date:** 3 August 2025

**Interviews:** w/c 11 August 2025

## **Compton Verney – Art, Nature and Creativity**

Compton Verney is a very special place bringing people together with art, nature and creativity. We are an extraordinary art gallery set in beautiful parkland in the middle of the countryside, and yet not far from Leamington Spa, Banbury and Stratford-upon-Avon. With six permanent collections and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity. For more information about Compton Verney, visit [www.comptonverney.org.uk](http://www.comptonverney.org.uk)

### **Role Accountabilities**

- Be a great point of contact for potential and current members, responding to enquiries accurately and as quickly as possible
- Selling day tickets and memberships to visitors of Compton Verney
- Use the sales system to ensure all transactions are processed efficiently and accurately and comply with GDPR guidelines
- Use the system to help achieve membership sales targets, process gift aid donations efficiently in order to achieve conversion targets
- Understanding and delivering our daily and weekly membership budgets and sharing these to provide a sales focus for the team
- Taking the lead in supervising new joiners and team members to deliver consistent standards and support
- Supporting our retail team in achieving our retail target by ensuring high standards of presentation and stock management, working with the Head of Commercial and Retail Duty Manager
- Having detailed knowledge of our ticketing structures and how these are set up to escalate and solve potential issues
- Supporting our group bookings journey at Compton Verney from initial enquiries to confirming trips and delivering great on the day visitor care

### **Day to day**

- You will be based in our Welcome Centre, providing great service to our visitors face to face and based in the office, calling our members to support our renewals process.
- We will help you become familiar with Gift Aid guidelines to secure support for Compton Verney when selling membership and day tickets
- Operate our sales system effectively
- Upsell to other products and events at Compton Verney
- Being familiar with our programme of activities for visitors to enjoy both inside and outside. You will be able to discuss these with visitors face to face and over the telephone and advise them appropriately to help them make the best of their day
- Supporting the duty manager in the running the day-to-day operation as needed, focused on the membership and admissions team
- Handling more complex enquires from visitors and members, escalated from the wider team, to provide great on the day customer care

### **Experience, Skills and Attributes Needed**

- Experience working with databases and systems.
- Strong customer service values
- Sales experience within a retail or ticket desk environment

- Strong listening skills and a clear communicator, both face to face and on the phone
- Computer literate and numerate to maintain accurate sales records.
- Positive attitude and a willingness to contribute within a busy team.
- Personable, welcoming, and empathetic
- Ability to motivate and engage with team members.

**What we offer**

At Compton Verney we connect people with Art, Nature and Creativity. We are the leading visual arts destination in the heart of the country. We trigger positive change for artists, audiences and communities by encouraging play, inspiring debate and bringing people and ideas together. We're working hard to create an inclusive culture, where everyone feels they belong and a warm, welcoming and respectful culture for staff, volunteers and visitors so it's important that our people reflect and represent the diversity of the communities and audiences we serve. We welcome and value difference:

- Pension scheme of up to 6% basic salary
- Staff Membership and Discount
- Charity workers discounts i.e. gym memberships, shopping discount codes, insurance discounts
- Holiday allowance up to 28 days relating to length of service
- Flexible working whenever possible
- Access to a wellbeing portal, App and Employee assistance programme (EAP)
- Free parking
- Eyecare Vouchers
- Life Assurance
- Signed up to More than a Moment Pledge
- Training and Development opportunities

**How to apply**

Please complete the application form along with your CV and a covering letter expressing why you are suitable for the role, referencing the job description and person specification to us via:

[https://recruitment.evaluation.com/public/recruitment\\_post?id=RotTQ3VldXAyeXVyMXFtVkJOLoRTQTog&org\\_id=ToVZYUsyNDhaak41cnM4UjYxa3prdz09](https://recruitment.evaluation.com/public/recruitment_post?id=RotTQ3VldXAyeXVyMXFtVkJOLoRTQTog&org_id=ToVZYUsyNDhaak41cnM4UjYxa3prdz09)

If you have any questions about the role, hours, or need any additional support with your application, please contact [info@comptonverney.org.uk](mailto:info@comptonverney.org.uk) and we would be happy to answer any questions.

**Our Mission, Vision, Purpose and Values****Mission**

We connect people with art, nature and creativity.

**Vision**

Compton Verney is the leading visual arts destination in the heart of the country. We trigger positive change for artists, audiences and communities by encouraging play, inspiring debate and bringing people and ideas together.

**Purpose**

Compton Verney is an extraordinary, eclectic, creative experience. A place for the curious that inspires, delights, challenges and rejuvenates.

**Values**

We are **COLLABORATIVE** working with artists, audiences and communities; exploring the historic and the contemporary, the indoor and outdoor.  
We harness opportunities to be environmentally responsible and **SUSTAINABLE**.  
We are **BOLD**, purposeful and confident and think, make and learn  
We are **INCLUSIVE**, creating a warm, welcoming and respectful culture  
We are **FUN** and want everyone to have a great experience of Compton Verney.

Compton Verney is working hard to create an inclusive culture, where everyone feels they belong and a warm, welcoming and respectful culture for staff, volunteers and visitors so it's important that our people reflect and represent the diversity of the communities and audiences we serve. We welcome and value difference.