



Application Pack

Retail Assistant
Full Time – Fixed Term
(35 hours)

Westminster Abbey
May 2019



Contents

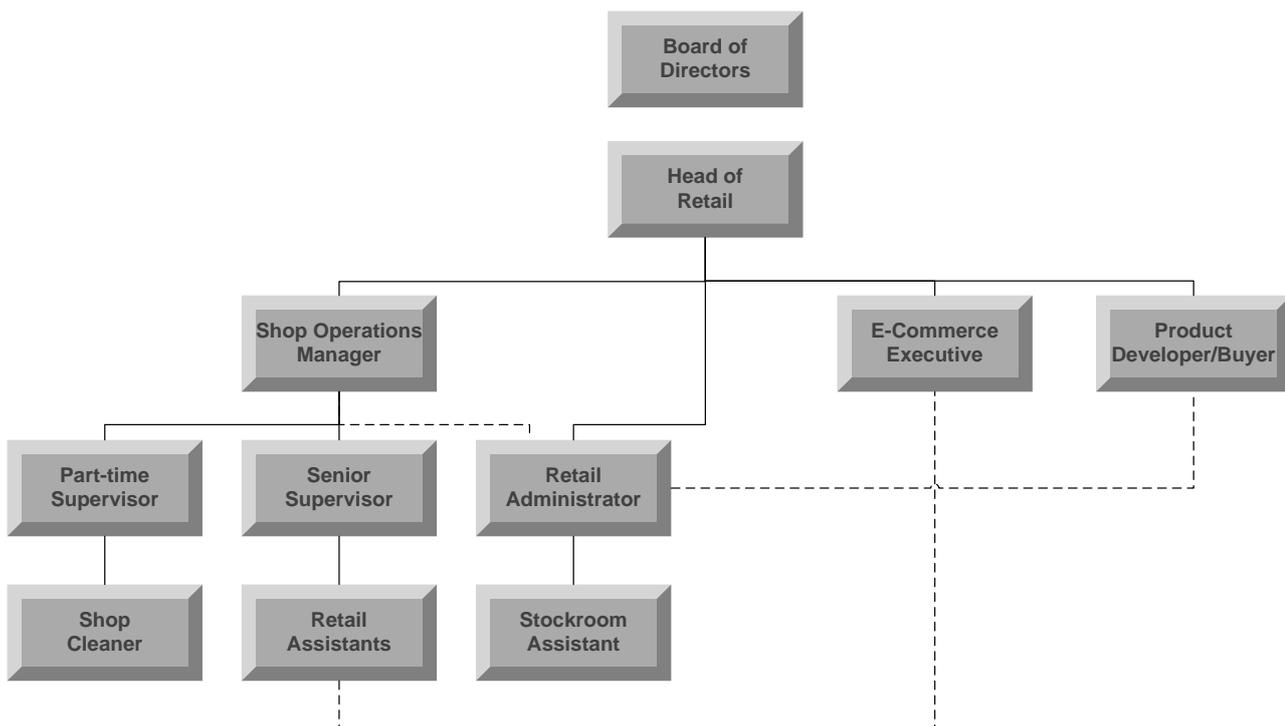
- [About Westminster Abbey Enterprises Limited](#)
- [About Westminster Abbey](#)
- [Job description and person specification](#)
- [Working for us](#)
- [Equality statement](#)
- [Safeguarding](#)
- [How to apply](#)

About Westminster Abbey Enterprises Ltd

WAEL is responsible for all retail activities at Westminster Abbey. WAEL currently employs around 25 staff, and the organisational structure is detailed below.

The main shop abuts the Great West door, at the exit to the Abbey. It sells a range of books and merchandise inspired by the life, history and architecture of the Abbey, and reflecting its location as a visitor attraction in central London. There is a further shop in the Cloisters (at the restaurant entrance/exit) selling a selective range of gifts, guides and souvenirs, and the Abbey museum (situated off the Cloisters) has a small sales area selling books and postcards. A new online shop was launched in September 2014.

The net profits from retail sales revenue are usually gift-aided to the Abbey. WAEL's trading activities provide a valuable contribution to the income of the Abbey.



Job Description

Westminster Abbey Enterprises Limited is recruiting a temporary, full-time Retail Assistant to join its dynamic and friendly team working in the Westminster Abbey Shops.

The shops receive a high throughput of Abbey visitors and tourists, and candidates should have relevant retail experience gained in a busy environment.

JOB TITLE: Retail Assistant

ACCOUNTABLE TO: Shop Supervisors and Managers

LOCATION: Westminster Abbey precincts

JOB SUMMARY: To create a welcoming environment in the shops for visitors and customers, providing a high standard of customer service; display excellent product knowledge about the ranges on sale and use appropriate sales techniques to maximise sales; maintain a well-stocked and visually appealing shop; ensure accuracy and efficiency in processing transactions.

WORKING HOURS: The shop is open seven days a week, and a shift system is in operation as opening hours vary. Nett hours (excluding lunch breaks) are 35 per week, worked over 5 days. Shifts will be worked between 8.30am and 8.00pm, according to the rota prepared by the Shop Operations Manager. This includes regular weekend working; overtime is payable for bank holiday working.

MAIN DUTIES AND RESPONSIBILITIES

- Provide the highest standard of customer service to all visitors and customers: greet, help and advise customers and deal with customer queries in a courteous and professional manner
- Develop knowledge of ranges and products sold in the shops, pro-actively offering customers relevant and accurate information
- Be familiar with, and stay up to date with, the activities, services, and events at Westminster Abbey (including opening times, service times and ticket pricing), developing relevant knowledge to deal with customer queries
- Fully understand and adhere to all procedures relating to stock control, cash handling, till operation and day to day processes
- Actively contribute towards daily targets and increasing 'spend per customer' by developing and using appropriate selling techniques: help customers to make suitable purchasing decisions through excellent service and product knowledge
- Be aware of current promotions and discounts, applying to appropriate transactions
- Process refunds and exchanges in accordance with procedures
- Replenish, tidy and clean allocated areas of the shops and ensure displays (including ticketing) are maintained according to required visual merchandising standards
- Assist with unpacking deliveries and checking and pricing as required

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- Carry out stock checks as necessary and participate in full stock takes, counting with accuracy
 - Actively promote the online shop, keeping up to date with offers and promotions. Actively encourage customers to sign up to the online newsletter
 - Be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur
 - Be familiar with, and actively support, company procedures to ensure the health and safety of self and colleagues, and report any maintenance required
 - Undertake any other tasks that may reasonably be requested by the Head of Retail

This job profile will be kept under review, and may be amended by Westminster Abbey Enterprises Limited from time to time. Any proposed changes will be discussed with the post holder.

May 2019

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential

- Relevant retail experience gained in a busy, fast-paced environment
- Demonstrable ability to deliver excellent customer service in a warm and friendly manner
- Clear and confident communication skills
- Accuracy and attention to detail
- Comprehensive experience of using an EPoS till, and handling cash and credit cards
- Ability to work co-operatively as part of a team
- Initiative to identify tasks and sales opportunities when working alone
- Patience and the ability to work effectively under pressure
- A flexible attitude to working hours: regular evening and weekend working required
- Good numeracy: GCSE Maths (at grade 4 or above) or equivalent

Desirable

- An understanding of, and sympathy with, the mission and values of Westminster Abbey
- Interest in British history
- Knowledge of a foreign language
- Knowledge of, or a willingness to learn about, London transport, London visitor attractions, and places to eat, drink and shop in the Westminster area.

Working for us

Contractual status

The vacancy is fixed term from 2nd July until 6th October 2019.

Salary

The salary is £19,201 per annum and is paid on the last Friday of each month. Salary is reviewed annually in January.

Working Hours

These are 35 hours per week.

Annual Holidays

The holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 hours per annum in the fifth year of service.

Pre-employment checks

Appointments are subject to pre-employment checks, including the receipt of satisfactory references, satisfactory health clearance, a relevant Disclosure and Barring Service criminal record check, and original proof of qualifications and evidence of the Right to Work in the UK. These checks usually take a minimum of three weeks, sometimes longer.

Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Uniform

Sales staff are provided with polo shirts or shirts, sweatshirt and fleece, and are expected to wear black trousers or skirt with black shoes. Clean and ironed clothing must be worn at all times. Extra garments may be worn underneath uniform provided (if visible, they must be black or grey), but not over uniform clothing.

Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan

A season ticket loan is offered after completion of a probationary period, repayable over 10 months.

Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

Equality Statement and How to apply

Equality Statement

Westminster Abbey Enterprises Ltd aims at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey Enterprise Ltd is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment from the Abbey doctor.

How to Apply

Please complete our application form as CVs will not be accepted.

Please read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience, also leisure and other interests. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please send your completed application to:

The Human Resources Department (WAEL)
The Chapter Office
20 Dean's Yard
London SW1P 3PA or email it to us: applications@westminster-abbey.org

Applications should arrive no later than Wednesday 22 May 2019 at 12 noon. Interviews are currently scheduled to take place on **Tuesday 4 June 2019.**

We regret that, due to the large number of applications we receive, we are only able to contact or provide feedback if you have been shortlisted for interview. We appreciate your interest in our work at the Westminster Abbey Enterprise Ltd.