



# Application Pack

Ref: WA314

**Retail Assistant**

Salary £24,548.31 per annum

Permanent – Full time

35 hours per week

Advert Date: 25 April 2024

Closing Date: 13 May 2024 (noon)

**WESTMINSTER ABBEY  
ENTERPRISES LIMITED**



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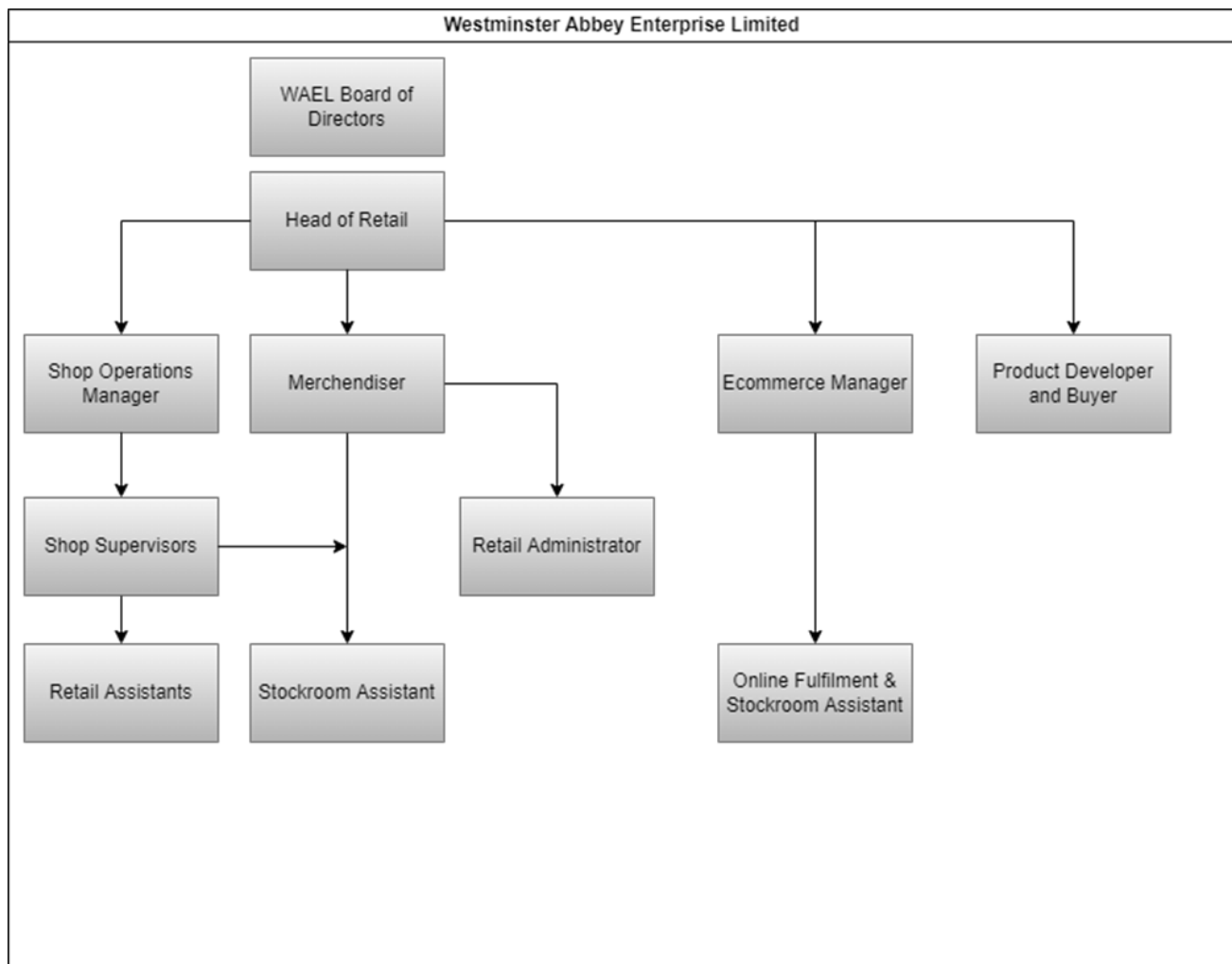
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# About Westminster Abbey Enterprises Ltd

Westminster Abbey Enterprises Limited (WAEL) is responsible for all retail activities at Westminster Abbey, and currently employs around 24 staff.

The main shop, situated at the exit to the Abbey (the Great West Door), 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. We also sell online, at [shop.westminster-abbey.org](http://shop.westminster-abbey.org).

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



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# About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

## **Westminster Abbey's mission is:**

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

## **Our Values:**

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

**It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**



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# Job Description

In this role, you will provide our customers with a warm and friendly welcome, assist customers with gift decisions, process customer purchases, and help to make the shop a memorable part of a visit to Westminster Abbey. You will have experience in a busy retail environment, with great communication skills and the enthusiasm to maximise sales opportunities. You will enjoy engaging with customers from around the world, be keen to learn about and share information on our unique range of products, and have the ability to work effectively as part of a diverse team.

**JOB TITLE:** Retail Assistant

**ACCOUNTABLE TO:** Shop Supervisors and Managers

**LOCATION:** Westminster Abbey Precincts

**KEY RELATIONSHIPS:** The retail management and office team, all other Abbey staff and shop customers

**JOB SUMMARY:** The shops receive a high throughput of Abbey visitors and tourists, and the environment is busy and demanding. Post holders are expected to:

- Create a welcoming environment in the shops for visitors and customers, providing a high standard of customer service.
- Demonstrate excellent product knowledge about the ranges on sale and use appropriate sales techniques to maximise sales.
- Maintain a well-stocked and visually appealing shop, following visual merchandising guidelines.
- Ensure accuracy and efficiency in processing transactions

## 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

1. Develop knowledge of ranges and products sold in the shops, pro-actively offering customers relevant and accurate information
2. 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
3. Fully understand and adhere to all procedures relating to stock control, cash handling, till operation and day to day processes
4. 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
5. Be aware of current promotions and discounts, applying to appropriate transactions
6. Process refunds and exchanges in accordance with procedures
7. Replenish, tidy and clean allocated areas of the shops and ensure displays (including ticketing) are maintained according to required visual merchandising standards
8. Assist with unpacking deliveries and checking and pricing as required
9. Carry out stock checks as necessary and participate in full stock takes, counting with accuracy
10. Actively promote the online shop, keeping up to date with offers and promotions. Encourage customers to sign up to the online newsletter

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11. Be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur
  12. Be familiar with, and actively support, company procedures to ensure the health and safety of self and colleagues, and report any maintenance required
  13. Undertake any other tasks that may reasonably be requested by the Head of Retail

**Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.**

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# 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

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# Working for us

## **Employment Status**

This post is full time and permanent.

## **Salary**

The salary is £24,548.31 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

## **Working Hours**

The shop is open seven days a week, and a shift system is in operation as opening hours vary. Working hours (excluding lunch breaks) are 35 per week, worked over 5 days. In this role your shifts will be worked between 8.30am and 8.00pm on Saturdays, according to the rota prepared by the Shop Operations Manager. Overtime is payable for bank holiday working.

## **Annual Holidays**

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

## **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.

## **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 satisfactory completion of a probationary period, repayable over 10 months.

## **Medical Insurance**

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

## **Uniform**

If a uniform and/or Personal Protective Equipment (PPE) is provided, they must be worn at all times.



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# Equality Statement and How to apply

## Equality Statement

Westminster Abbey Enterprises Ltd (WAEL) 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

WAEL 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 WAEL, 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.

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 by email to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org)

**Applications should arrive no later than 12 noon on 13 May 2024. Interviews are scheduled to take place on 24 May 2024.**

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