

## Retail Assistant, Westminster Abbey Enterprises Limited

Westminster Abbey Enterprises Limited is recruiting a full-time temporary Retail Assistant to join its dynamic 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 high-volume environment.

**JOB TITLE:** Retail Assistant

**ACCOUNTABLE TO:** Supervisors and Managers

**POSTS REPORTING TO:** None

**LOCATION:** Westminster Abbey precincts

**JOB SUMMARY:** To create a welcoming environment in the shops for visitors and customers, ensuring a great experience, excellent customer service, a well-stocked and visually appealing shop, and accuracy and efficiency in processing transactions.

### MAIN DUTIES AND RESPONSIBILITIES:

- To operate EPOS tills and credit card terminals accurately and efficiently, in accordance with till procedures.
- To deal with customers promptly and efficiently in all of the shop outlets, whilst maintaining a welcoming atmosphere.
- To offer a high standard of customer service to all visitors and customers and answer general queries. To maintain a good knowledge of shop outlet opening times, Abbey visiting times, ticket prices, service times and forthcoming events.
- To use appropriate techniques to help customers make suitable purchasing decisions through excellent service and product knowledge; maintain awareness of daily sales targets.
- To develop a good knowledge of the products sold in the shop outlets, to offer customers relevant and accurate information.
- To ensure that allocated areas of the shop outlets are fully stocked up and cleaned regularly, and displays (including ticketing) maintained according to required standards.
- To assist with unpacking deliveries and checking and pricing as required.
- To maintain a high level of security for cash and stock.
- To carry out stock checks as necessary and participate in full stock takes.
- To be aware of, and actively support, company procedures to ensure the health and safety of self and colleagues.
- To undertake any other tasks that may reasonably be requested by the Head of Retail or board of directors.

The responsibilities contained within this job description are not exhaustive, and may be amended from time to time to reflect the changing needs of Westminster Abbey Enterprises Ltd.

## 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
- Demonstrable ability to deliver excellent customer service
- Excellent communication skills
- Accuracy and attention to detail, and a demonstrable understanding of the importance of correctly identifying stock
- Accurate cash handling
- Ability to work co-operatively as part of a team
- Able to use initiative to identify tasks and sales opportunities when working alone
- Patience and the ability to remain calm under pressure
- A flexible attitude to working hours
- GCSE Maths (at grade C or above) or equivalent

### **Desirable**

- Interest in British history
- Knowledge of a foreign language
- Comprehensive experience using an EPoS till
- Experience gained in a high volume retail environment or similar
- Knowledge of, or a willingness to learn about, London transport, London visitor attractions, and places to eat, drink and shop in the Westminster area

*This Job Profile will be kept under review and may be amended by Westminster Abbey Enterprises Ltd from time to time. Any proposed changes will be discussed with the post holder.*

May 2018

# Working for Us

## Terms and Conditions of Employment

### Vacancies

We have ongoing vacancies within the shops, for an initial contract of four to six months, with the possibility of continued employment subject to ongoing review of our staffing needs.

Appointments are subject to pre-employment checks including the receipt of satisfactory references, completion of a medical questionnaire and a Basic Disclosure and Barring Service check.

### Pay

The starting salary is £18564 per annum, equivalent to an hourly rate of £10.20. All employees are paid on the last Friday of the month into a nominated bank account.

### Working Hours

The shop is open seven days a week, and a shift system is in operation as opening hours vary.

Net hours (excluding lunch breaks) are 35 per week, worked over 5 days. Shifts will be worked between 8.30am and 7.30pm, according to the rota prepared by the Shop Operations Manager. This includes regular weekend working.

Contracts running through December and beyond - candidates must be available to work throughout the busy Christmas trading period.

### Bank and Public Holidays

Retail assistants are required to work on bank and public holidays as required. Overtime is payable.

### Annual Holiday

The holiday entitlement is currently 31 days per annum, pro rata (including recognised bank and public holidays). You will accrue holiday during your temporary period of employment, and you may only book holiday once accrued. Any holiday requests will be only be granted if the needs of the business allow.

### Training

Training appropriate to the tasks and responsibilities will be given.

### Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the take-away catering outlets.

### 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.

**Please e-mail completed applications forms to [shop@westminster-abbey.org](mailto:shop@westminster-abbey.org). Should your application be short-listed, we will contact you to arrange an interview.**