



JOB DESCRIPTION.

JOB TITLE Retail Assistant

REPORTS TO Retail Shop Manager

DEPARTMENT Retail

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

The Retail department forms part of Shakespeare Globe Trading Limited, which is the commercial arm of the Shakespeare Globe Trust. This department is responsible for the retail areas of Shakespeare's Globe, including the on-site shop, the e-commerce website and mail order. The Retail Team aims to provide high levels of service to visitors and staff and to maximise visitor revenue in support of the Globe's cause and objectives.

PURPOSE OF JOB

Our Retail Assistants work on a rota covering the retail areas at Shakespeare's Globe, delivering a consistently high standard of customer service to all our visitors. The Retail team work together to meet sales targets by encouraging our visitors to buy in the gift shop and by making sure the retail spaces look their best at all times.

PRINCIPAL RESPONSIBILITIES

- Deliver excellent customer service to all our visitors.
- Obtain excellent product knowledge and use proactive selling to maximize sales.
- Answer visitors' questions and deal with any complaints, calling on the support of the Retail Supervisors and Retail Shop Manager when appropriate.
- Ensure that the Globe's cash handling procedures are strictly adhered to in relation to security requirements.
- Help maintain the accuracy of the EPOS System by accurate use of the tills and making sure that customer returns, damaged stock and price changes are actioned correctly and on time.
- Assist with deliveries, making sure that stock is safely and neatly stored in the stockrooms and that relevant paperwork is handed to the Stock Controller.
- Ensure that stock is correctly ticketed and priced and that when scanned at the till, prices are correct.
- Ensure that the retail area(s) are clean, well presented and displayed to the highest of standards at all times.
- Help to prepare the shop floor and stockrooms for stock takes in accordance with requirements and procedures.
- Ensure that online orders are picked and packed correctly and in good time.
- Work on a rota; which could include regular weekend working, including Bank Holidays and special events. Extra hours will be available at certain times.
- Attend team briefings and training sessions as required.
- Ensure punctuality, attendance and personal appearance meets the Retail Department's standards.

- Obtain a good knowledge of events and performances planned for the Globe Theatre and Wanamaker Playhouse.
- Let your line manager know if you discover any issues that may affect the successful and smooth running of the Retail operation generally.
- Be responsible for the health, safety and welfare of staff and visitors in the retail areas, ensuring compliance with all legislation and Globe policy.
- Undertake any other related duties when required by your line manager.

PERSON SPECIFICATION

- Experience of working in a retail or similar environment.
- Excellent customer service skills.
- The ability to retain and share excellent product knowledge.
- Good selling skills.
- Good cash handling skills.
- Good literacy and numeracy skills.
- Computer literate.
- Ability to use own initiative to make informed decisions and be proactive.
- Good communication skills (verbal and written).
- Efficient and well organised with ability to work to deadlines.
- Excellent attention to detail.
- Be a supportive team member and actively participating in team meetings, events and the induction and training of new team members.
- Undertake any other activities that may be reasonably required.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Part-Time / Fixed Term until September 2020

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: 7 hours per week (Sundays) exclusive of lunch breaks. Additional hours at evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked

Salary: £4409.06 per annum (FTE £22,045.30 pa)

Holiday: The annual holiday leave is 28 days per calendar year plus Bank Holidays (pro rata for fixed term contracts).

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected Education events; access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.