



JOB TITLE: Retail Assistant

RESPONSIBLE TO: Retail Manager

ROLE SUMMARY

You will be part of our aim to provide a first class retail offering to our visitors from our main Castle shop & also our Diana gift shop. As a retail assistant your role is to ensure our customers have a memorable experience by delivering exceptional customer service. The role also involves maintaining well stocked and presentable retail outlets to promote an attractive customer offer whilst following company procedures including till and stock operations.

MAIN DUTIES AND RESPONSIBILITIES

Excellent customer service and presentation

Serving customers in Alnwick Castle's retail shops is a major part of the role, and so any previous experience in a customer-facing role is desirable. Retail Assistants will provide a helpful and friendly service in order to maximise sales and ensure customer satisfaction. Working as part of a team, you will serve visitors of all ages from all over the world, and will be able to establish and maintain effective working relationships with staff of, and visitors to, the Alnwick Castle gift shops. Additionally, the ability to answer the telephone and take messages in a polite and efficient manner is important. You must also be well-presented.

Retail tasks

This may include a variety of tasks, including stock control and merchandising products, and assistance with deliveries, for which some heavy lifting may be required. Experience of an EPOS system or equivalent is desirable, but training will be given. You will be knowledgeable about the products that is being sold, and able to promote what is available to all visitors to Alnwick Castle. Some of the tasks a Retail Assistant may be expected to undertake include:

- 1 Operation of the EPOS system in accordance with Alnwick Castle's financial procedures
- 2 Accurately processing a transaction by cash, card and/or cheque
- 3 Restocking and merchandising the Castle's retail shops from its stock room and/or storage areas
- 4 Assisting with deliveries by unloading, unpacking and pricing stock
- 5 Carrying out the start-of-day and end-of-day procedures for the Castle's retail shops, including their tills and shop standards
- 6 Assisting with the Alnwick Castle online shop, packaging and dispatching goods for delivery.
- 7 Manage and assist queues and shop numbers.
- 8 Assist with cleaning and stock rotation to provide visually pleasing displays

General

A knowledge of, and compliance with, the organisation's general policies and procedures will be required, in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the Castle Staff Handbook, provided during training. Policies and procedures also include those relating to: Health and safety, and welfare; Equal opportunities; Emergency evacuation; Security; Standards of work performance. In addition, you will be prepared to undertake any additional or alternative tasks and duties reasonably required by Northumberland Estates within the general scope of the post.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Training, Experience and Qualifications	
	<ul style="list-style-type: none"> - Previous experience in a customer-facing role, preferably in a similarly high-profile environment - Experience of a EPOS system or equivalent
Knowledge and Skills	
<ul style="list-style-type: none"> - General standard of numeracy and literacy. - Awareness of Health and Safety and security issues 	<ul style="list-style-type: none"> - Knowledge of the local area - Cash handling skills and experience
Interpersonal Skills	
<ul style="list-style-type: none"> - The ability to be reliable and punctual - The ability to work as part of a team as well as independently - The ability and willingness to work with a diverse range of visitors and colleagues - Good communication skills - Smart, presentable appearance 	<ul style="list-style-type: none"> - Working as part of a team in a busy, demanding and pressurised environment
Particular Circumstances to Consider	
<ul style="list-style-type: none"> - To be prepared to be flexible in working hour patterns. - Availability to be rostered to work Saturdays, Sundays and Bank Holidays, working up to 5 days over 7. - This is mostly a daytime position, but some longer hours or evening work may be required 	
Physical/Health Requirements (site specific)	
<ul style="list-style-type: none"> - Work may involve some heavy lifting of objects within published health and safety guidelines on manual handling. - You may be expected to stand for long periods of time. 	

Rates of pay will be shared at interview