



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

**Role / Title:** Retail Apprentice, ROH Retail

### **Main Purpose of the Job:**

To learn, understand and put into practice the skills required to provide the highest quality service to customers in person, over the telephone and online and to make an effective contribution to the retail sales team objectives.

### **About the Royal Opera House**

The Royal Opera House ([www.roh.org.uk](http://www.roh.org.uk)) is one of the most famous stages in the world for opera and ballet. The iconic theatre is home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, with more than 290 performances given in the main auditorium each year. More than 950 staff work at the Royal Opera House in areas ranging from lighting, costume making, set building and scenic art, marketing, finance, box office, IT and fundraising and our apprenticeships scheme works across all areas.

### **About the Royal Opera House shop in Covent Garden**

Part of the Development and Enterprises Department, ROH Retail is a small but dedicated team of professionals who provide exceptional service for both in person and online shop customers.

As a registered charity, the Royal Opera House relies on the shop as a vital source of income to support our work both delivering productions on stage and performing community outreach.

ROH Retail is committed to sustainability, discontinuing plastic items from our ranges and supporting products from UK based artists and suppliers. These products reflect the work we deliver both on and off stage.

### **What will you do during your Apprenticeship?**

- You will gain experience of sales and all aspects of customer service; face to face, on the phone and on-line.
- You will learn to complete online orders to ensure they are processed efficiently and correctly
- You will develop skills for accurate and efficient handling of in-person transactions in our shop and learn to work to the Royal Opera House Shop service standards.
- You will learn how to advise customers and process orders received by phone, mail and our website
- Learn how to work in line with our Customer Relationship Management strategy.

- You will learn about the Royal Opera House's opera and ballet repertoire in order to provide positive and accurate information, advice and assistance in response to all enquiries.
- You will learn how to undertake comprehensive and accurate manual counting in stock-takes as directed
- You will learn the procedure of opening and closure of shop ensuring security awareness and general vigilance
- You will learn how to maintain high standard of house-keeping in all shop and storage areas in accordance with safety and security procedures
- You will learn how to correctly comply with PCI and GDPR requirements in relation to dealing with card payments and personal data
- You will study with a provider college for a Level 2 Retail Apprenticeship Standard

### **What are we looking for in a Customer Service Apprentice?**

You should:

- Be 17 years old or over on the start date (November 2023).
- Have work authorisation for the UK.
- Have a helpful, positive and flexible approach.
- Be able to work within a team.
- Have good communication skills.
- Be punctual and have a high standard of presentation.
- Have good computer skills and proficiency with Microsoft Office.
- Be self-motivated to acquire new skills and knowledge.
- Have an interest and enthusiasm for the arts.

Some previous customer service or retail experience would be an advantage for this role but not essential.