



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: ROH Retail Assistant, Online Shop

Reports to: Online Manager, ROH Retail

Main Purpose of the Job:

To make an effective contribution to the online Shop sales team objectives through efficient, professional and accurate sales and operations, working to department procedures and standards

To support the operation for the ROH on-line shop and phone orders, providing all services for order fulfilment

To provide a very high level of service for our online and phone customers

To support a culture of collaborative team working and cross-team working

To contribute to a culture of continuous learning and continuous improvement

Working Hours

Normal working days are Mon- Fri with occasional need to work evenings or weekends at peak periods.

Main Responsibilities

Order Fulfilment

- Provide an efficient and high level of service to all on-line or phone customers, with
 - Accurate, professional and efficient service
 - Good product knowledge and understanding of product ranges
 - An effective contribution to team objectives
- Follow best practice guidelines for managing online and phone orders including:
 - Monitor online orders, email inbox, and phone orders, responding to customer queries with accurate and timely information
 - Maintain very good product knowledge and knowledge of where the stock is kept
 - Follow procedures for managing and recording stock levels when orders are fulfilled or requesting reordering or replenishment of stock if needed
 - Complete whole process for picking, packing and despatch of orders, paying attention to accuracy of the order fulfilment, special packing for fragile items, message cards to accompany gifts and other special requests

- Ensure all despatch items are correctly labelled with accurate address details and requested delivery information
- Enter any required details confirming despatch to customers as needed

Operations

- Follow any procedures in place and support any new procedures for safe-working and for security, to ensure a Covid secure environment for staff
- Implement correctly the relevant policies and guidelines when checking payments, discount codes, returns policy, reconciliation, administrative procedures and general customer service
- Work to given guidelines to manage stock maintenance, and stock management when working on on-line order fulfilment
- In relation to stocktaking, undertake comprehensive and accurate manual counting in stock-takes as directed
- Take stock of incoming deliveries from suppliers, accurately count them and deliver them to the correct locations.
- Maintain general knowledge regarding the ROH programme from briefing notes and shared data from the Visitor Experience team
- Maintain high standard of house-keeping in all retail storage areas in accordance with safety and security procedures
- Demonstrate a positive, enthusiastic, committed and flexible attitude towards phone customers, team members and other colleagues, recognising the importance and benefits of effective team working; respond positively to feedback
- Comply with PCI and GDPR requirements in relation to dealing with card payments and personal data
- In line with Royal Opera House policies and procedures, maintain correct working methods and safe working practices, meeting health and safety standards and all relevant current legislation. Contribute to the safety of the public and colleagues and play an active role in any emergency situation including evacuations, in-line with training and role descriptions
- Demonstrate commitment and reliability to fulfil requirements for timekeeping and the team rota
- Promote the charitable status of the organisation to our phone customers
- Manage own time effectively and fulfil duties effectively when working in an exceptionally busy environment
- Other administrative and customer service and sales related duties as required within the scope of the online retail operation and as may develop over time in this area

Continuous Improvement

- Contribute to a culture of innovation and continuous improvement
- Support a culture of collaborative team working and cross-team working
- Keep in touch with sector and retail developments, news and innovations
- Manage own learning and continuous professional development relevant to the role
- Uphold the ROH Values and Behaviours: Treat each other with **R**espect - Be **O**pen - Value the **H**ighest standards; and support our goals for diversity and inclusion
- Undertake any other duties that may be reasonably required

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Retail and Online Fulfilment

- Some experience of fulfilment for on-line sales
- Ability to make an effective contribution as part of a small team for order fulfilment for phone or on-line customers
- Numeracy and accuracy in order monitoring, order processing and stock taking
- Ability to learn new procedures for stock management and processing
- Ability to manage own time effectively and use initiative in an exceptionally busy customer service role
- Commitment to delivering a high standard of work

Customer Service

- Confident, helpful manner and consistent high level of customer care and service
- Team player and ability to support a strong team ethic
- Reliability and ability to sustain a good track record of attendance and time-keeping
- Diplomacy and ability to communicate clearly by phone
- A high standard of verbal and written communication and as required for the role
- Honesty and high level of integrity
- A commitment to providing an inclusive environment to colleagues and customers
- Well presented, with adherence to Covid-secure working
- Flexibility to work shift patterns during weekdays, evenings and weekends

Product Knowledge

- Ability to gain product knowledge of the Royal Opera House product range
- A commitment to understand the product ranges, categories and new products as these evolve

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

