



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: ROH Retail Assistant

Reports to: Assistant Retail Manager

Main Purpose of the Job:

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

To support the ROH shop in-store and on-line, providing services and order fulfilment as required

To focus on providing an exceptional level of customer service for all our customers

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

To contribute to a culture of continuous learning and continuous improvement

Main Responsibilities

Customer Service

- Provide excellent sales and support service to all customers (face to face, phone or on-line), with
 - Accurate, professional and efficient service
 - High level of customer service and responsiveness
 - Good product knowledge and understanding
 - An effective contribution to the team sales target
- Follow guidelines to pick and pack online orders as required to ensure they are processed efficiently and correctly
- Accurate and efficient handling of all point of sale transactions, including but not limited to cash and card payments, and reconciliations, working to the Royal Opera House Shop service standards for all orders and transactions
- Advise customers and process orders received by phone, mail and website – special order of goods not in stock, passing orders to the relevant person and processing orders when goods are delivered to site
- In line with our Customer Relationship Management strategy, identify and action appropriate opportunities to proactively up-sell and cross-sell to our customers relevant offers, other shows and products & services in which there may be interest.

Operations

- Follow any procedures in place and support any new procedures for safe-working and for security, so that the retail environment offers a Covid secure environment for customers and staff
- Implement correctly the relevant policies and guidelines relating to sales payments, cash handling, reconciliation, administrative procedures and general customer service
- Work to given guidelines to manage stock maintenance, filling shelves and display of merchandise
- In relation to stocktaking, undertake comprehensive and accurate manual counting in stock-takes as directed
- Maintain knowledge regarding the ROH programme; provide customers with general information regarding their visit from briefing notes and shared data from the Visitor Experience team
- Follow procedure in the opening and closure of shop ensuring security awareness and general vigilance
- Maintain high standard of house-keeping in all shop and storage areas in accordance with safety and security procedures
- Demonstrate a positive, enthusiastic, committed and flexible attitude towards 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 and seek ways to encourage membership and philanthropy via staff teams and in the public spaces of the building
- Manage own time effectively and fulfil duties effectively when working in an exceptionally busy customer facing environment
- Other administrative and customer service and sales related duties as required within the scope of the 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 Sales

- Some retail experience with a proven ability to contribute to sales
- Ability to make an effective contribution to a proactive sales environment in-store and for order fulfilment for phone or on-line customers
- Numeracy and accuracy in cash handling, reconciliation, order processing and stock taking
- Ability to learn new procedures and a new till system and point of sale system
- Ability to manage own time effectively and use initiative in an exceptionally busy customer facing role
- Commitment to delivering a high standard of work

Customer Service and People Skills

- 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 with a broad range of people
- 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 visitors
- 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 stories offered in the Royal Opera House retail spaces to ensure the best service is offered

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.*

