



JOB DESCRIPTION

Title: Retail Assistant

Reports to: 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 RBO shop in-store and online, 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 Ballet and Opera service standards for all orders and transactions
- Identify and action appropriate opportunities to proactively up-sell and cross-sell to our customers relevant offers, other shows and products, and services in which there may be interest.

Operations

- 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 RBO 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 Ballet and Opera 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 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
- 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 online order fulfilment
- 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
- Honesty and high level of integrity
- A commitment to providing an inclusive environment to colleagues and visitors
- Flexibility to work shift patterns during weekdays, evenings and weekends

Product Knowledge

- Ability to gain product knowledge of the Royal Ballet and Opera product range
- A commitment to understand the product ranges, categories and stories offered in the Royal Ballet and Opera 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.

