

JOB DESCRIPTION

Role/Title: Retail Apprentice

Reports to: Apprenticeships Manager

Line managed by (Daily Basis): Assistant Retail Manager

What is the Royal Ballet and Opera Retail Department?

Part of the Audiences and Commercial Department, RBO 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 Ballet and Opera relies on the shop as a vital source of income to support our work both delivering productions on stage and performing community outreach.

RBO 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.

By the end of this Apprenticeship, the apprentice will have an understanding of the role a Retail offering plays in an arts organisation, of being a Retail Assistant and delivering excellent customer service.

What will the Apprentice do during the apprenticeship?

- You will gain experience of sales and all aspects of customer service; face to face, on the phone and online.
- 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.

Purpose of the Apprenticeship

This Apprenticeship is a non-degree level, vocational training route. The role is a full-time position, and you cannot enroll in another course or get another job for the duration of the apprenticeship.

The Royal Ballet and Opera Apprenticeship scheme aims to create opportunities for, and support those who may not have had access to the arts and/or as an alternative route to a career in theatre for those who would face significant barriers to, have not embarked upon, or completed a degree course at university.

Applications are encouraged from candidates who are underrepresented in the Performing Arts and at the Royal Ballet and Opera including those from black, Asian and minority ethnic backgrounds, low socio-economic backgrounds and disabled people.

What is involved?

- The apprenticeship will be based in the Retail department in Covent Garden. The apprentice will work to support a range of activities; online, on the shop floor and back of house.
- The apprentice will study for a [Level 2 Retailer Apprenticeship Standard](#) with Hit Training as the provider college. The majority of the learning required to achieve the qualification will be done within the workplace and in online .
- The apprenticeship is one year in duration.
- The apprentice will be allocated one day per week to attend college or to undertake individual study, scheduled flexibly with the department and college.
- The qualification will be achieved through the compilation of a portfolio of evidence demonstrating how the relevant skills have been used in the workplace as well as a final practical project.
- The working week is 40 hours scheduled in shifts and will include weekends and evenings.
- The apprentice will be supported throughout the apprenticeship by a college tutor, RBO technical and production staff and by the Apprenticeships Team.

Minimum essential requirements

- You must be **17 years old or over** on the 1 September 2025.
- You **must not** have completed a degree or equivalent level qualification in the UK or elsewhere (regardless of subject).
- You **must** have work authorisation for the UK.
- You **must** have been ordinarily resident in the United Kingdom for at least the past three consecutive years prior to the start of the programme. This is a mandatory requirement in line with apprenticeship funding regulations.
- Ability and willingness to work long hours, including evenings and weekends on a schedule that changes week to week.
- You must be able to commute to the Royal Opera House in Covent Garden, Central London

What are we looking for in a Retail Assistant Apprentice?

- Previous customer service or retail experience would be an advantage but not essential.

- Good communication skills – ability to speak clearly with customers and colleagues.
- Good adaptability and problem-solving skills.
- Good at working in a team.
- Punctual and have a high standard of presentation.
- Have good computer skills and proficiency with Microsoft Office.
- Self-motivated to acquire new skills and knowledge.
- A helpful, positive and proactive approach.
- Have an interest and enthusiasm for the arts.

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

