



Job Description

Job Title:	Retail Assistant
Reporting to:	Central Buyer
Line Manager to:	N/A
Terms:	Part Time (22.2 hours), Fixed Term Contract until 31 October 2019
Pay Zone/Salary Band:	1C / National Living Wage (£8.75 from May 2018)

Areas of responsibility:

Working within the Operations and Commercial function and specifically in the Commercial and Trading team. This post operates in retail outlets operating 7 days a week throughout various Birmingham Museum Trust venues

Accountabilities:

1. To support the Senior Retail Assistant in duties related to frontline operation of the Gift Shops and satellite sales units
2. Operation of the shop floor
3. Carrying out daily cashing up and ensuring procedures are adhered to
4. Achieving sales targets to maximise income potential

Responsibilities:

Sales

1. Achievement of sales targets to include cross selling/upselling
2. To serve customers in person in the shops and to deal with telephone sales enquiries, observing good standards of customer care at all times

Stock/Stock Control

3. Achievement of stock loss targets
4. Using EPOS and IT to ensure awareness of best/slow sellers
5. To ensure that the stock rooms are kept clean and tidy at all times
6. To assist in stock takes
7. Maintaining efficient IT systems related to stock management and sales (EPOS) ensuring accurate data is inputted
8. To receive and check deliveries of shop stock and to correctly price goods and to securely store stock in stock rooms provided

Merchandising

1. Housekeeping
2. Booking in stock deliveries
3. To maintain visual display of merchandise and ensuring that all pricing and point of sale information is relevant and correct
4. To ensuring that the shops and satellite shop units are fit for daily trading through the regular replenishment and merchandising of stock and oversee daily cleaning and tidying of shop display units and counter is undertaken

Customer Service

5. To serve customers in person in the shop and to deal with telephone sales enquiries, observing good standards of customer care at all times
6. Cash Handling
7. To comply with an agreed dress code (including a high level of personal grooming and appearance) in order to ensure that sales staff can be easily identified by customers
8. To replenish and maintain shop floor displays to keep shop floor displays clean and the sales desk clean and tidy on a daily basis
9. To maintain an awareness of products and prices in the shops and of displays within the sites in order to be able to answer routine customer queries
10. To observe and implement Health and Safety/Risk Assessment procedures pertinent to this area of the business
11. Sell tickets and other items, collect visitor data, mainly in person, but also over the phone and internet enquiries.

Back office

1. Undertake back office duties as directed by the Senior Retail Assistant and Central Buyer, such as inputting deliveries and completing rolling stock checks.
2. Facilitate customer mail orders and e-commerce orders and requests
3. To collect customer comments, compliments and complaints in order to influence improvements in the service
4. To observe and implement Health and Safety/ Risk Assessment procedures pertinent to this area of the business.

All of the above is not an exhaustive list of duties and the postholder will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation.

	Person Specification	
	Essential Criteria	Desirable Criteria
Qualification	Completed a broad education including GCSE grade C and above in English Language and Maths (or equivalent)	
Experience and Knowledge	<p>Experience of working in a comparable retail or sales environment or frontline service.</p> <p>Experience of cash handling, counting cash and reconciling takings.</p> <p>Experience of delivering a front line service to customers and awareness of customer care.</p> <p>Experience of receiving and pricing stock for sale.</p>	Experience of working as part of a team and working in the interests of the team
Skills	<p>Reliable with excellent attendance and punctuality</p> <p>Ability to confidently respond and use initiative quickly and in a practical way to needs at peak times</p> <p>Ability to undertake numerical calculations in order to assist with reconciliation of takings and banking</p>	Ability to replenish stock and maintain attractive displays
Aptitude	Strong Customer Focus	Ability and willingness to undertake

	Able to operate consistently in accordance with policy and procedures relating to: Equality and Diversity and Financial Management	regular tidying and cleaning of the shop display units, counter and the stock rooms
Circumstances	This is a 7 day a week operation and some flexibility will be required with regard to working weekends, bank holidays, holiday periods and occasional late night working associated with shop opening hours and stock takes Able to travel throughout the area to visit other BMT sites	
Safeguarding Children, Young People and Vulnerable Adults	Fully understands their role in the context of safeguarding children, young people and vulnerable adults Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	
Equal Opportunities		An understanding of Equal Opportunities

Purpose of this Job Description:

Birmingham Museums Trust (BMT) considers this document as a “snapshot” of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.