**Job Description**

**JOB TITLE :** Retail Assistant

**GRADE :** 4

**POST NO :** 3843, 3844, 3845

**SERVICE :** Economy

**UNIT :** Museum

**REPORTS TO :** Retail Manager

**RESPONSIBILE FOR :**

**LIAISON WITH :** Museum Staff, clients & customers, specialist suppliers & wholesalers

**PURPOSE OF JOB**

To support the Retail Manager in running the RAMM shop effectively & commercially on a day to day basis. To maximise sales and ensure the highest standards of customer service and visual presentation at all times./

**MAIN ACTIVITIES**

1. To support the Museum’s retail and enterprise activities to maximise income and realise commercial potential.
2. Deliver excellent customer service and sales at all times
3. To be responsible for conducting security procedures for the shop and shop storage areas with the agreed guidelines.
4. Ensure point of sale and graphics are used in accordance with the guidelines issued
5. Ensure the in-store environment is maintained on a daily basis and the stock is presented to the highest standards at all times, ensuring everything is clean, tidy and safe
6. To participate in all training on product knowledge and actively communicate key product information to customers to encourage sales
7. Ensure stock is replenished on a daily basis and deliveries processed promptly
8. Help to maintain a daily housekeeping checklist and ensure the highest standards of cleanliness
9. Ensure all products are clearly priced and report back to the Retail Manager any queries or discrepancies
10. To participarte in briefing sessions to develop skills and knowledge pertinent to the post
11. To support the stock management process including snapshot and annual stocktakes.
12. Maintain the highest standards of day to day retail oiperations
13. Support the online trading operation and be able to process and post online orders
14. Adhere to RAMM's dress code
15. To be aware of and adhere to Exeter City Council's Health and Safety Policy being responsible for your own health and sfaety whilst at work and that of your colleagues and RAMM customers. Carry out risk assessments and implement safe systems of work as required
16. Any other duties commensurate with the role.

**DATE LAST UPDATED:** 17/06/2016

**Person Specification**

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Educated to GCSE ‘O’ level grade C or above (or equivalent) in Maths, English and at least 4 other subjects  Knowledge of the requirements of relevant Health and Safety and Equal Opportunities legislation  Knowledge & experience of Retail EPOS systems  Knowledge of good practice in customer sales and service | E  E  D  E | A/I/C  A/I  A/I  A/I |
| **EXPERIENCE &**  **SKILLS** | Experience of working in a customer facing sales focused role, engaging with the public  Experience of cash handling and maintaining accurate financial and statistical records.  Experience of following security procedures  Experience of maintaining direct contact with customers through day to day involvement with service selivery and promotion  Experience of visual merchandising and display  Good interpersonal and communication skills (written and verbal)  Good ICT skills including Email, Word and Excel  Ability to work effectively as part of a team or alone without regular supervision  Ability to communicate with a wide range of people individually or in groups at all levels  Ability to deal with the public in a polite, friendly and helpful manner even in difficult circumstances | E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/I    A/I  A/I  A/I  A/I  A/I  A/I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Must abide by with the Council’s Equal Opportunities Policy in the duties of the post, and as an employee of the Council.  Willing to carry out all duties having regard to an employee’s responsibility under the Council’s Health and Safety Policies  Self motivated with the ability to use own initiative  Demonstrate an interest in the work of RAMM and Exeter City Council  Able to work outside of standards working hours, including working at weekends where needed | E  E  E  E  E | A/I  A/I  A/I  A/I  A/I |
| **OTHER** | [State criteria] | [E / D] | A, C, T, I, R |

**COMPLETED BY:** Museums Conservation Officer

**DATE:** 17/06/16

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference