EXETER CITY COUNCIL

Job Description

JOB TITLE	**:** Retail Assistant
GRADE	**:** D
POST NO	**:** 3843, 3844, 3845
DIRECTORATE	**:** Culture, Leisure and Tourism
UNIT	**:** Museum - RAMM
REPORTS TO	**:** Retail Manager
RESPONSIBLE FOR	**:** N/A
LIAISON WITH	**:** Museum staff, clients and customers, specialist suppliers and wholesalers

MAIN PURPOSE

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 DUTIES & RESPONSIBILITIES (MDR)

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 participate 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 operations
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 safety 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: June 2016

Person Specification

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GRADE : D

POST NO : 3843, 3844, 3845

DIRECTORATE : Culture, Leisure & Tourism

UNIT : Museum - RAMM

Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Educated to GCSE level grade C or above (or equivalent) in Maths, English and at least 4 other subjects	E	A, I, C
Knowledge & experience of retail EPOS systems	D	A, I
Knowledge of good practice in customer sales and service	E	A, I

Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience of working in a customer facing sales focused role, engaging with the public	E	A, I
Experience of cash handling and maintaining accurate financial and statistical records	E	A, I
Experience of following security procedures	E	A, I
Experience of visual merchandising and display	E	A, I
Good interpersonal and communication skills (written and verbal)	E	A, I
Good ICT skills including Outlook, Word and Excel	E	A, I
Ability to work effectively as part of a team or alone without regular supervision	E	A, I
Ability to communicate with a wide range of people individually or in groups at all levels	E	A, I A, I
Ability to deal with the public in a polite, friendly and helpful manner even in difficult circumstances	E	A, I
Must Abide with the Council's Equal Opportunities Policy in the duties of the post, and as an employee of the Council	E	A, I

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Willing to carry out all duties having regard to an employee's responsibility under the Council's Health and Safety Policies.	E	A, I
Self-motivated with the ability to use own initiative	E	A, I
Demonstrate an interest in the work of RAMM and Exeter City Council	E	A, I
Able to work outside of standard working hours, including working weekends	E	A, I

CATEGORY: A: Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

COMPLETED BY **:** Museums Conservation Officer
DATE **:** June 2016