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Westminster Abbey



## Retail Assistant and Online Fulfilment Assistant

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Job description and person specification



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## Job description

<b>JOB TITLE:</b>	Retail Assistant and Online Fulfilment Assistant
<b>DEPARTMENT:</b>	Retail
<b>POST REPORTS TO:</b>	Shop Supervisors and Managers
<b>KEY RELATIONSHIPS:</b>	The retail management and office team, all other Abbey staff and shop customers
<b>JOB SUMMARY:</b>	<p>The shops receive a high throughput of Abbey visitors and tourists, and the environment is busy and demanding.</p> <p>Post holders are expected to:</p> <ul style="list-style-type: none"><li>Provide a welcoming atmosphere in the shops, delivering a high standard of customer service</li><li>Demonstrate excellent product knowledge about the ranges on sale and use appropriate sales techniques to maximise sales</li><li>Maintain a well-stocked and visually appealing shop, following visual merchandising guidelines</li><li>Ensure accuracy and efficiency in processing EPoS transactions</li><li>Accurately fulfil online orders</li></ul>

### MAIN DUTIES AND RESPONSIBILITIES:

- Provide the highest standard of customer service to all visitors and customers: greet, help and advise customers and deal with customer queries in a courteous and professional manner
- Develop knowledge of ranges and products sold in the shops, pro-actively offering customers relevant and accurate information
- Develop a good knowledge of the products sold online, and where they are located in the storage areas, in order to accurately fulfil orders.
- Pick and prepare online and telephone orders for dispatch within stated timescales.
- Be familiar with, and stay up to date with, the activities, services, and events at Westminster Abbey (including opening times, service times and ticket pricing), developing relevant knowledge to deal with customer queries
- Fully understand and adhere to all procedures relating to stock control, cash handling, till operation and day to day processes

- Actively contribute towards daily targets and increasing 'spend per customer' by developing and using appropriate selling techniques: help customers to make suitable purchasing decisions through excellent service and product knowledge
- Be aware of current promotions and discounts, applying to appropriate transactions
- Process refunds and exchanges in accordance with procedures
- Replenish, tidy and clean allocated areas of the shops and ensure displays (including ticketing) are maintained according to required visual merchandising standards
- Assist with unpacking deliveries and checking and pricing as required.
- Carry out stock checks as necessary and participate in full stock takes, counting with accuracy
- Actively promote the online shop, keeping up to date with offers and promotions. Actively encourage customers to sign up to the online newsletter
- Be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur
- Be familiar with, and actively support, company procedures to ensure the health and safety of self and colleagues, and report any maintenance required
- Undertake any other tasks that may reasonably be requested by the Head of Retail

**Westminster Abbey Enterprises Limited is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.**

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# Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

## **Qualification / Training**

1. Good numeracy: GCSE Maths (at grade 4 or above) or equivalent

## **Knowledge / Skills**

2. Comprehensive experience of using an EPoS till, and handling cash and credit cards
3. Clear and confident communication skills
4. Accuracy and attention to detail

## **Experience**

5. Relevant retail experience gained in a busy, fast-paced environment
6. Demonstrable ability to deliver excellent customer service in a warm and friendly manner
7. Experience working co-operatively as part of a team
8. Initiative to identify tasks and sales opportunities when working alone
9. Patience and the ability to work effectively under pressure
10. A flexible attitude to working hours: regular evening and weekend working required

## **Attributes / Qualities**

11. Ability to work co-operatively as part of a team
12. Patience and the ability to work effectively under pressure
13. A flexible attitude to working hours: regular evening and weekend working required

## **Desirable**

14. An understanding of, and sympathy with, the mission and values of Westminster Abbey
15. Knowledge of, or a willingness to learn about, London transport, London visitor attractions, and places to eat, drink, and shop in the Westminster area
16. Interest in British history
17. Knowledge of a foreign language

This job profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.