

Job Description: Seasonal Retail Assistants, Scone Palace

Job Title:	Retail - Seasonal Assistants	Responsible to:	Retail Manager
Main purpose of job:	To serve in both the Gift and Food Shop, providing an efficient, friendly customer service, engaging with customers to drive product sales and enhance the visitor experience.		
Main responsibilities include:			
<ul style="list-style-type: none"> • Delivering excellent customer service; working within the Food Shop, Gift Shop and providing cover at Ticket Hut when necessary • Engaging with visitors • Maintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practices • Cash handling and cashing up daily takings • Maintaining Retail facilities in a clean and tidy manner • If required, unpacking and checking deliveries as directed by Supervisor or Retail Manager • Labelling stock as requested by Supervisor or Retail Manager • Maintaining merchandised stock in accordance with guidelines • Replenishing and restocking shelves throughout the day • Setting up and breakdown of 'pop-up' shops • Promoting other departments and events within the Palace to visitors • Responsible for the Health and Safety of themselves and those around them • Keeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manual • Any other reasonable duties as requested by the Retail Manager or Management Team 			
Requirements of the Role:			
<ul style="list-style-type: none"> • Excellent communication, presentation and interpersonal skills • A commitment to delivering the highest standard of service • The willingness to take the initiative and go the extra mile • A flexible and adaptive manner and positive attitude • The ability to work efficiently in a busy environment • The ability to work well within a team • The willingness to undertake any training necessary for the role • Maintain a high standard of punctuality and professionalism 			
Pay Rates: In line with National Living Wage			

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive.