

Job Description: Seasonal Retail Stock Assistant, Scone Palace

Job Title:	Retail - Stock Assistant (Seasonal)	Responsible to:	Retail Manager
Main purpose of job:	<p>To support and work closely with the Retail Manager to maximise sales potential through the effective management of stock.</p> <p>To provide lunch cover within both the Gift and Food Shop, providing an efficient, friendly customer service, engaging with customers to drive product sales and enhance the visitor experience.</p>		
<p>Main responsibilities include:</p> <ul style="list-style-type: none"> • Maintaining the highest standards within the store stockroom • Ensuring that the shop floor is replenished to agreed levels and timescales • Ensuring that all deliveries are received in accordance with company procedures and that movement of stock is accurately recorded • Ensuring that stockrooms are secure at all times and that Health and Safety procedures are followed • Carrying out random stock checks and audits • Assisting with stock orders as directed by the Retail Manager and checking items received against items ordered • Updating stock information on the computer system • Implementing and improving stock processes and procedures in conjunction with the Retail Manager • Maintaining records of pricing, purchases and other relevant information • Labelling and pricing stock as directed by the Retail Manager • Maintaining merchandised stock in accordance with company guidelines • Setting up and breakdown of 'pop-up' shops as required • Delivering excellent customer service; providing cover within shops as necessary • Engaging with visitors, maintaining knowledge of current sales and promotions, policies regarding payment and exchanges and security practices • Maintaining the Retail facilities in a clean and tidy manner • 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 			
<p>Requirements of the Role:</p> <ul style="list-style-type: none"> • Attention to detail • 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 			
<p>Pay Rates: In line with National Living Wage</p>			

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