

JOB DESCRIPTION

Retail Assistant – fixed term until 31 December 2019

Key objective: To provide the highest level of customer service and visitor management and to help maximise retail selling opportunities

Managed by: Retail Manager

Hours: Saturday, Sunday, Monday
9.15 – 5.45pm with one hour for lunch (unpaid)

Salary: Grade 5, aged 21-24 £7.70 per hour, 25+ £8.21 per hour

KEY ACTIVITIES:

Customer service and sales

1. Provide a high level of knowledgeable, empathetic and professional customer care, ensuring a positive customer experience at all times
2. Seek opportunities to maximise sales for Members' stock, Guest Makers, bought-in merchandise and work in exhibitions
3. Communicate the Guild's vision and status as an educational charity for increasing the understanding, appreciation and enjoyment of contemporary craft

Member Care

4. Provide excellent customer service to Members and other suppliers such as Guest Makers
5. Develop insight and understanding of Members' work, craft processes and general craft sector knowledge and industry trends

Operational

6. Prepare the shop for business each morning and secure the shop and courtyard at the end of each day
7. Work with the Shop Supervisor and Retail Administrator to process incoming and outgoing stock from Members, ensuring that goods are checked, correctly recorded by the accurate completion of all documentation and incoming stock is labelled accurately
8. Price and label goods under instruction
9. Wrap and package stock for collection by customers or suppliers, or for post or delivery by couriers, including the fulfilment of online shop orders
10. Follow defined financial and stock control procedures and processes using EPOS (Electronic Point of Sale) and AMS (Artist Management System), as laid down in the Shop Manual
11. Carry out Own Art applications (Training for EPOS, AMS, and Own Art will be given)
12. Assist with the merchandising and display of stock

13. Maintain high standards of display, presentation and cleanliness at all times throughout the shop, retail exhibition areas and courtyard
14. Assist with stock control and stock taking
15. Manage commissions and customer orders
16. Support shop-led promotions, demonstrations, events and curated exhibitions
17. Assist, where appropriate, with exhibition changeovers
18. Provide an enquiry response and booking service for workshops, events and the exhibitions programme
19. Answer and resolve, or forward as appropriate, telephone enquiries

The following responsibilities are shared by all staff members of the Devon Guild:

- To work for the benefit of the whole organisation
- To comply with all Guild policies including Equality & Diversity, Health & Safety and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged
- To keep up to date with the activities of the organisation
- To carry out any administrative tasks that arise from the job
- To manage own resources and professional development
- Undertake additional duties as may reasonably be required

PERSON SPECIFICATION

Essential

- Previous retail experience
- Excellent customer service and sales skills
- Energetic and passionate about contemporary craft and building relationships with internal and external customers.
- Self-motivated as well as a team player
- Quick learner, able to build a strong comprehensive knowledge of our brand, Members and products
- Excellent verbal and written communication skills
- Strong organisational, numeracy and computer skills
- A level headed approach with the ability to work under pressure

Desirable

- Visual Merchandising knowledge – practical display creation and handling craft/artwork
- Experience of working with EPOS systems

If you are interested in applying please send a CV and supporting statement outlining your experience, and suitability for the role, to sarah.newman@crafts.org.uk

The closing date for receipt of applications is Monday 3 June at 5pm. Interviews will take place on Tuesday 11 June. If you would like an informal chat or more information please contact Lisa Cutler, our Craft Enterprise Manager on 01626 832223, or by email lisa.cutler@crafts.org.uk

COMPETENCIES

The Devon Guild operates a competency based appraisal process. The competencies associated with Grade 5: Administrator/Assistant are listed below.

<p>TEAM WORKING</p> <ul style="list-style-type: none"> ▪ Willingly provides cover so workload is evenly distributed, willingly helps out other people, participates and contributes ideas for the team ▪ Willingly shares knowledge within the team, listens to the views of others, shows enthusiasm for the team and is a team player ▪ Understands, focuses and delivers on team objectives/customer goals, pulls own weight ▪ Demonstrates willingness to work with others to achieve own business priorities and takes on clearly defined responsibility for team effectiveness when requested and supported
<p>COMMUNICATION</p> <ul style="list-style-type: none"> ▪ Maintains good communication with people in own team to receive instructions and exchange straightforward information ▪ Uses agreed communication procedures effectively ▪ Listens carefully and asks appropriate questions to check understanding. Can pass on messages accurately to others and keeps management informed of any difficulties ▪ Displays courtesy and tact with both colleagues and customers
<p>THINKING AND DECISION MAKING</p> <ul style="list-style-type: none"> ▪ Follows well defined procedures and prioritises work ▪ Makes decisions which impact on own job ▪ Is able to identify key issues within the context of the normal work environment. Questions critically to establish all the facts and information to inform judgements. Generates workable options / solutions using judgement to decide on their best course of action ▪ Identifies implications and consequences of decisions. Accepts accountability for actions. Changes in plans which may affect overall outcomes are referred to management for approval ▪ Deals with crises calmly and efficiently. Capable of thinking on feet
<p>FOCUSING ON DELIVERY</p> <ul style="list-style-type: none"> ▪ Works at a consistent rate to meet day to day schedule. Organises time productively, meeting all timescales and has a structured approach to activity ▪ Works precisely and accurately and is methodical – ensures detail is not overlooked ▪ Accepts the need to review performance against Charity objectives to improve services ▪ Carries out role to standard as directed. Agrees stretching targets and works consistently to achieve them. Responds to requests rapidly and follows up ▪ Remains focused, provides a thorough, comprehensive, credible service ▪ Consistently meets targets/objectives, is proactive and motivated, works hard and takes pride in work
<p>CUSTOMER FOCUS</p> <ul style="list-style-type: none"> ▪ Seeks to build good relationships across the full range of the Guild's customers including Members, other makers, other staff, physical and digital visitors ▪ Demonstrates an eagerness to serve, courtesy, politeness and good listening skills. Ensures customer needs are met promptly ▪ Responds to customer instructions in a timely and correct manner ▪ Understands customer requirements – listens and asks questions, gets it right first time ▪ Focuses on needs of the customer and puts these first. Thinks from the customer's perspective, shows empathy to customer's situation ▪ Takes ownership of customer problems, manages expectations and knows when to escalate a problem
<p>FINANCIAL AND SECTOR AWARENESS</p> <ul style="list-style-type: none"> ▪ Considers budget implications or cost / benefit in making decisions ▪ Recognises the need for fundraising across Guild and willingly commits to helping to secure resources
<p>LEARNING AND IMPROVING</p> <ul style="list-style-type: none"> ▪ Develops appropriate skills and technical knowledge and applies these, accepts responsibility for own development and develops skills / knowledge to get the job done ▪ Seeks and accepts constructive feedback from colleagues. Learns from mistakes. Reflects on own performance, identifies opportunities to improve and actions these ▪ Makes agreed changes in own area as instructed