

Job Description

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| Job Title: | Sales Assistant | Grade: A |
| Department: | Visitor Engagement | Salary: £12,907 (£21,512 FTE) |
| Line Manager: | Floor Manager | |

The job description is an operational document that does not form part of the contract of employment.

It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.

St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Purpose of the Job

To deliver exceptional customer service as a Sales Assistant and to work as part of the team supporting the commercial enterprise of the Cathedral, to achieve agreed budgets and Key Performance Indicators (KPI's) for the Cathedral shop.

Main Duties

- To serve our visitors and customers by providing exceptional customer care and assistance/information;
- To assist in the day to day operational activities of the Cathedral shop & ensuring to operate in a safe and secure manner by following best practice and Cathedral procedures and policies such as Health and Safety/Manual Handling, Fire and Security, Cash Handling, Safeguarding etc;
- To apply product knowledge in order to assist customers and maximise sales;
- To operate the EPoS system in an efficient manner, both tills and back office where needed;
- To be responsible for cash handling accuracy and credit card payments;

- To highlight stock shortages, and ensure sections are fully maintained, presented and cleaned to an exceptionally high standard with clear merchandising;
- To deal with stock deliveries, accurate pricing and barcoding, returns and general stock room organisation;
- To think about and be aware of any suspected suspicious activity and behaviour within the shop and wider Cathedral area and follow agreed procedures;
- As part of the team, to work towards achieving and exceeding the agreed budgets and Key Performance Indicators.

Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

Person Specification

Essential

- A passion for working with the public is paramount with excellent customer service skills, ideally gained in a visitor-facing role in a busy environment
- Experience in retail, ideally of a similar type and scale
- Interest in our product range and willingness to engage with customers and identify appropriate opportunities for up-selling
- Experience in cash handling and computerised till operations
- Effective, confident and clear communication skills, both written and verbal
- A friendly, calm and helpful disposition and the ability to deal appropriately with a range of people
- Ability to solve problems and in particular to troubleshoot till equipment issues
- Honesty and integrity
- Attention to detail and accuracy
- Pro-active and a good team player

Desirable

- Advanced skills in a language other than English

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.