



Job Description

Job Title: Merchandise Assistant
Reports to: Merchandise Officer

Job Context

Head of Retail & Merchandising
|
Merchandise Officer(s)
|
Merchandise Assistant(s)

The Head of Retail & Merchandising is line manager for the Merchandise function which forms part of Shakespeare Globe Trading Limited.

The Merchandise Function is responsible for the retail area(s) of Shakespeare's Globe, including the on-site and off-site shop(s), the e-commerce web site and mail order. The Merchandise Team aims to provide high levels of service to visitors and staff and to maximise visitor revenue in support of the Globe's mission and objectives.

Shakespeare's Globe is an educational charity administered by the Shakespeare Globe Trust. Shakespeare Globe Trading Limited is the Trust's trading subsidiary.

Purpose of the Job

To work on a rota covering the retail area(s) at Shakespeare's Globe, ensuring a consistently high standard of customer service is delivered to our visitors. To contribute to achieving sales targets by ensuring that visitors are encouraged to purchase through proactive selling and excellent visual merchandising.

Principal Responsibilities

- To ensure that excellent customer service standards are delivered at all times.
- To maximise sales in the retail area(s) through proactive selling and excellent product knowledge.

- To answer customer enquiries and deal with complaints, calling on the support of the Merchandise Officers when appropriate.
- To ensure that the Globe's cash handling procedures are strictly adhered to in relation to security and accounting control requirements.
- To help maintain the accuracy of the EPOS System by ensuring the stock is correctly keyed at point of sale and that customer returns, write-offs, markdowns and price changes are actioned correctly and in a timely manner.
- To assist with deliveries, ensuring that stock is safely and neatly stored in the stockrooms and that relevant paperwork is handed to a member of the Management Team.
- To ensure that stock is correctly ticketed and priced and that when scanned at point of sale prices are correct.
- To ensure that the retail area(s) are clean, well presented and merchandised to the highest of standards at all times.
- To inform the Management Team when stock or requisites are running low.
- To assist the Management Team with the preparation and counting of stock at all stock takes in accordance with requirements and procedures.
- To ensure that web and mail orders are processed and despatched correctly and in a timely manner.
- To work on a rota - this may include regular weekend working, including Bank Holidays and special events.
- To attend daily morning briefings and training sessions as required.
- To ensure punctuality, attendance and personal appearance meets the Merchandising Department's standards.
- To maintain an up to date knowledge of the schedules and events of other Globe Departments, such as may impact on the running of the Retail area(s).
- To bring to the attention of the Merchandise Officer any issues that may be prejudicial to the successful and smooth running of the Merchandising operation.
- To be responsible for the health, safety and welfare of staff and customers, ensuring compliance with all legislation and Globe policy.
- To undertake any other related duties as and when required.

Person Specification

Essential

- Excellent customer service skills.
- Good visual merchandising skills and the ability to obtain and show excellent product knowledge.
- Good selling skills.
- Fully literate and numerate with good cash handling skills.
- Computer literate.
- Ability to communicate effectively with a wide range of people.
- Able to use initiative and make confident decisions.
- Efficient and well organised with excellent attention to detail.
- Enthusiastic and able to work under pressure and to deadlines.
- Ability to be flexible and adaptable to changing situations and workload.
- An interest in the work of Shakespeare's Globe.

Desirable

- Experience of working in a retail or similar environment.