



POWDERHAM
CASTLE

HOME OF DEVON



Job Opportunity – Retail Assistant

Your job will entail the daily running of the Courtyard Gift Shop, which will include greeting visitors, serving and assisting customers with purchases and enquiries in an efficient and positive manner, ensuring the shop is restocked daily and kept to a high standard.

The suitable candidate will have the following qualities:

- Approachable Personality
- Excellent communication skills
- Reliable, dependable and discreet
- Good Organiser & Team player
- Ability to use own initiative
- Retail experience desired but not essential

- Hours of work:** 10:30-4:30pm/5:30 (seasonal variations, to include 2 Sundays a Month and the occasional Saturday)
- Pay:** Up to £7.50 an hour, dependant on age and experience.
- Benefits:** 20% discount in our Courtyard Café and Gift Shop, 10% discount at the Country Store, free on site parking. Discounted yoga sessions in the Castle. Complimentary tickets to Castle concerts and events (subject to availability)
- Contract:** Seasonal (March to October)

Please download an application form from our website www.powderham.co.uk or for more information please call 01626 890243
(Closing date for applicants is Friday 28 April)

JOB DESCRIPTION AND SUPPORTING INFORMATION

Outline of role:

To provide high quality service

- Greet customers and suppliers in a friendly manner and with a smile ensuring the visitor is always given priority over other distractions. e.g. telephone or other members of staff.
- Serve visitors and carry out transactions, offering a flexible service to early arrivals or late departures.
- Provide visitors with any information they need in order to get the most out of their visit, in an efficient and positive manner.
- Assisting visitors with queries in a professional, efficient, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.
- Always exercising discretion to ensure visitor's high expectations are maintained.
- Ensure the shop, museum, stockroom and the area outside the shop is kept clean and tidy.
- All products are attractively displayed.
- All products correctly priced.
- Point of sale correctly presented and positioned.

Carry out the sales of tickets and souvenir brochures

- Ensuring all tickets are correctly priced.
- Checking all transactions; cash, cheque and credit card.
- Following cash handling, cashing up and reconciliation procedures accurately as required.

Ensure all aspects of security, fire and emergency are carried out, including:

- Security of stock in the shop and stock room.
- Security of cash.
- Ensure that all daily procedures, are handled in accordance with Castle policies and procedures.

All staff are expected to observe all health and safety at work regulations in accordance with statutory obligations, including:

- Reporting of accidents.
- Reporting any unsafe practices or broken machinery/equipment to the supervisor, so that remedial action can be taken immediately.
- Using all equipment as trained observing all safe practices, so that accidents are avoided.

Other

- Participating in any staff training and meetings.
- To undertake any other duties as may reasonably be requested.

Skills

- Good verbal communication skills.
- Good organiser.
- A team player.
- Ability to use own initiative.

Experience

- Has worked as part of a team.
- Proven ability in carrying out instructions.
- Has experience in assisting the general public.
- Has cash handling experience.

Additional Notes

To enjoy this job, you must like the company of other people, be totally committed to ensuring visitors have a good experience and have a nothing is too much trouble attitude. Also be just as happy working on your own.

Powderham Castle is a family home and this must be respected at all times.

Equal Opportunities

Powderham Castle is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, or perceived community background.