



Job Description: Seasonal Retail Assistants, Scone Palace

Job Title:	Retail - Seasonal Assistants	Responsible to:	Retail Manager			
Main purpose of job:	To serve in both the Gift and Food Shop, providing an efficient, friendly customer service, engaging with customers to drive product sales and enhance the visitor experience.					
Main responsibilities include:						
<ul style="list-style-type: none">Delivering excellent customer service; working within the Food Shop, Gift Shop and providing cover at Ticket Hut when necessaryEngaging with visitorsMaintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practicesCash handling and cashing up daily takingsIf required, unpacking and checking deliveries as directed by Retail ManagerLabelling stock as requested by Retail ManagerMaintaining merchandised stock in accordance with company guidelinesReplenishing and restocking shelves throughout the dayMaintaining Retail facilities in a clean and tidy manner, including end of day cleaning as requiredSetting up and breakdown of 'pop-up' shops including Scone Palace International Horse TrialsPromoting other departments and events within the Palace to visitorsResponsible for the Health and Safety of themselves and those around themKeeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manualAny other reasonable duties as requested by the Retail Manager or Management Team						
Requirements of the Role:						
<ul style="list-style-type: none">Excellent communication, presentation and interpersonal skillsA commitment to delivering the highest standard of serviceThe willingness to take the initiative and go the extra mileA flexible and adaptive manner and positive attitudeThe ability to work efficiently in a busy environmentThe ability to work well within a teamThe willingness to undertake any training necessary for the roleMaintain a high standard of punctuality and professionalism						
Pay Rates: In line with National Living Wage						

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