

**JOB DESCRIPTION**

**Job Title: Retail Assistant – Christmas Shop**

**Department: Retail**

**Responsible to: Head of Retail Development**

**Hours: Mid-November – Early January (seasonal)**

**Monday – Sunday Various Hours**

**Salary: £7.83ph**

**ABOUT HAREWOOD**

The Harewood House Trust is an independent charitable trust which manages and maintains Harewood House and its immediate grounds, by opening to the public as a visitor attraction and events venue and attracting many thousands of visitors a year.

Harewood House is one of England’s finest 18thcentury country houses, with a magnificent collection of fine and decorative arts. It is an accredited museum and nationally designated collection and is the family seat of the Earl and Countess of Harewood. Set in extensive grounds, Harewood has award winning gardens and a renowned Bird Garden.

As an educational charitable trust, Harewood’s key objectives are:

* To preserve for the benefit of the public the House, Gardens and Collections
* To promote the study and appreciation of the arts and sciences
* To provide facilities for recreation

Alongside the care, conservation and interpretation of the core collections, Harewood runs a series of innovative exhibitions of contemporary as well as historic art.

Harewood House Trust is a non-profit making organisation. All income from admissions, events, membership, private hire and other activity is re-invested back into the Trust to ensure its future sustainability.

Further information about Harewood and its programme of events can be found on the website [www.harewood.org](http://www.harewood.org)

Harewood is fortunate to receive support from a large number of volunteers, with different backgrounds, experience, skills, ages and interests. There are many areas in which volunteers are involved and the team plays an important part in ensuring that this special place is both looked after and maintained for present and future generations to enjoy.

**CORE VALUES**

* Make it friendly and fun for all
* Embrace our future
* Respect our past
* Keep it clean

**JOB SUMMARY**

* Act as an ambassador for Harewood House Trust, promoting core values to visitors.
* To provide a warm welcome to all Harewood Visitors in a courteous, prompt and helpful manner.
* To be proactive with excellent communication skills. The role is customer focused, so customer service experience is required.
* To take reasonability for all cash handling and banking.
* You will be responsible for hitting sales targets., through active selling including add ons and upselling.
* To maintain the high standards of organisation and cleanliness within the shop.
* To have good stock knowledge and brand awareness.
* To provide visitors with accurate and comprehensive information to optimise the visitor experience.
* You must show the ability to work individually and as part of a team.
* Excellent personal presentation is required.
* Maintaining a high level of visual merchandising through out the shop, and making sure all stock is replenished.
* Full training will be given.

**KEY TASKS**

* Promoting and delivering excellent customer service for customers, together with strong sales, ensuring service is prompt and courteous
* Set up, replenish any stock if where requited
* To be responsible for the reconciliation of all cash, to include the ordering of change and the balance of floats.
* Ensure customer enquiries are resolved efficiently and politely.
* Ensure perishable stock is checked daily and correctly monitor and record wastage.
* Duties are varied and a flexible attitude to tasks undertaken is essential.
* Stock takes and stock rotation
* Ensure sales transactions are processed accurately and promptly.
* Ensure that work areas remain clean and tidy and are conducive to efficient work practices.
* Any other duties as requested by line manager.

If you are interested in applying for this position please send your CV to charlotte.h@harewood.org.

Closing date for applicants is Sunday 11th November

Interviews will be held on 13th November