

JOB DESCRIPTION

Post: Retail Assistant

Department: Tate Commerce

Reporting to: Reporting to the Shop Manager/s

The Company: Tate Commerce. is the trading arm of Tate. Its chief areas of operation are retailing on four sites and publishing both Tate exhibition catalogues and general art books which it has itself commissioned. It also controls licensing, product development.

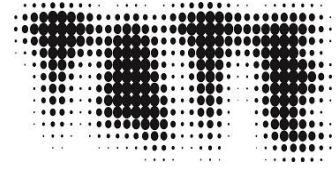


The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: To provide exceptional customer service and retail assistance within our Tate Gallery retail outlets. Our shops sell a diverse range of goods, including clothing, ceramics, jewellery, children's' books and a superb selection of art books. Therefore our Retail Assistants will possess a broad knowledge of our products and exhibit an ability to deliver excellent customer service.

- Main duties and responsibilities:**
- Act as the primary point of contact for shop customers, whether in person, by phone or by email
 - Provide service of the highest standard, by answering queries and taking orders, and by providing information both about the shop, its products and the Gallery in general
 - Develop a good knowledge of Tate products, so that customers may be fully informed of relevant information
 - Ensure an accurate and thorough approach to all money handling and till transactions
 - Ensure stock losses are minimal by maintaining a high level of awareness and alertness
 - Report all thefts and potential thefts to the Shop Manager
 - Ensure that all displays in the shop are kept well stocked, tidy and clean
 - Maintain high levels of neatness and cleanliness in general
 - Solve customer complaints



- Process orders efficiently via telephone and email
- Responsible for offering exchanges where applicable
- Package and send out customer orders using preferred suppliers.
- Liaise with other Tate shops & online shop
- Notify customers when products/books are back in stock
- Order Tate & Other Published books for staff and customers
- Organise reservations for customers
- Undertake replenishment or order as may be required to maintain stock levels
- Help to carry out rolling stock checks and the annual stock take
- Aid in compliance with any health and safety regulations

**Person
Specification:
Essential:**

- Ideal candidates will love working with the public in a busy and dynamic environment
- Ability to work effectively in a fast-paced environment
- Previous retail experience
- Clear understanding of excellent customer service practice
- Good knowledge of the products sold in our shops
- Excellent communication skills, approachable and polite when dealing with individuals in person, over the phone and in electronic correspondence
- A keen problem solver, with a proactive approach to tasks
- Capable of multi-tasking and prioritising of workload
- Attention to detail and consistent accuracy
- A friendly and approachable manner and an ability to be proactive and work on own initiative when dealing with customer enquiries
- Must be able to work weekends and late shifts
- Flexible, punctual, with excellent time management skills
- An ability to work well with team members
- Experience with a computerised till and the ability to handle money confidently and accurately

Desirable:

- Experience of working in a museum or gallery environment
- An interest and understanding of art history and the aims of the Tate



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- Competencies:**
- Is passionate about own contribution to Tate
 - Puts the public/customer first
 - Adapts quickly and flexibly to new demands and challenges
 - Maintains performance under pressure
 - Communicates clearly
 - Supports Tate's Dignity and Respect policy in all of their activities
 - Able to engage with people from all levels and backgrounds
 - Looks for solutions
 - Contributes ideas
 - Open to feedback from others



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