



1. Job Title	Retail Assistant	2. Job Description Date	May 2024
3. Department/Team	Public Engagement	4. Reports to	Retail Manager
5. Context			
<p>The Royal Hospital Chelsea is a historic institution providing sheltered accommodation (Long Wards) and full nursing care where necessary (the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as In-Pensioners. It ensures Army veterans are provided with the support and comradeship they need in recognition of their service to the Nation and safeguards their historic home for the veterans of tomorrow.</p> <p>The role holder is expected to lead by example in demonstrating the Royal Hospital Values:</p> <ul style="list-style-type: none"> • Nurture Belonging – unite through comradeship. • Respect Individuals – listen and act. • Encourage Pride – commit to high standards. • Enjoy Life – make people smile. <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Strategy and Vision.</p> <p>The Audience Engagement team oversees RHC's public programmes, retail, community engagement, volunteering, visitor services and marketing, interpretation, formal learning and education work, as well as acts as the organisational lead for the Chelsea History Festival, which was established in 2019 in conjunction with the National Army Museum and Chelsea Physic Garden. Audience Engagement sits within the Public Engagement department, which also incorporates PR and communications, public affairs and fundraising. RHC secured a £3.2million grant from the National Lottery Heritage Fund in autumn 2022 to restore and adapt the Grade II* Stable Yard, designed by Sir John Soane, into a Visitor, Outreach and Heritage Centre (Soane Stable Yard, SSY). This will provide an improved visitor welcome and relocate all the public facing facilities to the Chelsea Gate entrance of the site. Within the Centre there will be a café, shop and RHC Post Office, exhibition and an outreach space. The Business Plan anticipates c. 36,000 visits to the site each year. Alongside the public offer, the project has an ambitious Activity Plan, which will be delivered by the Community Engagement & Outreach Manager. There is a Volunteer & Work Experience Coordinator who will work with the team to build a corps of volunteers to support the new visitor offer. A Visitor Experience & Public Programmes Manager will curate and manage a wide-ranging public programme for target audiences. This includes the Chelsea Pensioner tours, the Chelsea History Festival and a new suite of specialised lectures and calendar events. The retail offer is headed up by the Retail Manager who is supported by permanent staff, In Pensioners and volunteers.</p>			
8. Role Purpose:			
<p>The purpose of this role is to support the day to day running of the shop at the SSY. The role encompasses driving high levels of customer service, sales and visual merchandising.</p> <p>This is a permanent part-time role (28/32 hours per week including lunch breaks) on a 4 over 7-day basis. Hours will increase to full time (5 days a week) to cover holidays and sickness of the Retail Manager and Shop Supervisor/Sub Postmaster. The role will require regular weekend and some evening working (time off in lieu will be given for the shop opening outside of regular working hours). The shop will be open 9am to 5pm 7 days a week. The Retail Assistant reports to the Retail Manager (or the Post Office & Shop Supervisor, in the absence of the Retail Manager) and will work with In Pensioners and Volunteers</p>			



supporting the running of the shop.

The SSY, like the Royal Hospital, will be a dementia inclusive space throughout. Staff will be trained and be expected to create an environment in which those living with dementia and their carers will be welcome.

9. Principal Accountabilities: 8-10 outcomes

Principal Tasks

Retail

- Ensure high levels of customer satisfaction through excellent customer service
- Keep up to date with product information
- Manage point-of-sale processes
- Support the management of team rotas, including those of volunteers
- Ensure the shop is sufficiently stocked at all times and visual merchandising and housekeeping standards are adhered to.
- Support the receiving and storage of deliveries.
- Support the fulfilment of online sales.
- Assist with 'Pop Up' shop opportunities across the site during Events (e.g. Chelsea Flower Show) and at Outreach events.
- Participate in stocktakes when required.
- Ensure the shop is run safely and Health & Safety policies and procedures are adhered to.

Please note, this role will involve lifting and manoeuvring stock

Post Office

- Provide cover for the Post Office Supervisor through:
- Operating the Post Office Horizon automated system, for which training will be provided, and selling to, and advising customers on Post Office products.
- Compliance with all Post Office protocols and procedures.

10. Leadership expectations

The role holder is expected to:

11. Skills Knowledge and Experience

Essential Skills

- Excellent customer service skills
- Clear communication and interpersonal skills
- Proficiency in English
- Good level of numeracy

Desirable Skills

- Computer literate, with a working knowledge of (Word, Excel, Outlook)
- Knowledge of using retail point of sale systems
- Knowledge of using online shop platforms



Knowledge and Experience

Essential

- The ability to resolve conflicts and deal with difficult customers
- Resilience, energy and a passion for selling
- A proactive, can-do attitude
- Approachable and friendly personality
- Excellent personal presentation and a professional attitude

Desirable

- Experience of working within the heritage or museum sector, or other visitor attraction
- Experience of working with volunteers

Competences

- Ability to maintain high levels of customer service
- Organised and able to work on own initiative
- Excellent attention to detail
- Ability to work calmly under pressure
- Both self-motivated and a team player

Qualifications:

12. **Agreement:** I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager.....

Date

Employee.....

Date

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.