



LINEN MILL
STUDIOS®

Job Title:	Retail Assistant	Position Type	Full time, part time and casual hours
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Job Description

Responsible to: Studio Shop Management

Responsible for: You will be greeting and serving guests as they emerge from the Tour into our studio shop. Advising and assisting with stock queries, conducting guest transactions, replenishing the shopfloor, and assisting with shop deliveries. You will be responsible for keeping the magic alive as the guests end the Tour and ultimately be the lasting impression as they exit the shop.

ACCOUNTABILITIES:

- To be responsible for greeting each guest as they enter the studio stop
- To ensure store cleanliness and safety of guests and team members
- To be responsible for the visual appeal of the product on the shopfloor
- To ensure full replenishment of stock from the stockroom to the shopfloor
- To be responsible for assisting guests with stock queries
- To contribute to the shop KPI's and work towards personal targets
- Be open and willing to attend store training days, 1 to 1 meetings and any performance reviews
- To deal with all enquiries in a polite, professional, courteous, and sensitive manner
- To operate a till conducting transactions adhering to cash management policies
- To fully assist the stockroom operation in receiving deliveries
- Be fully presentable with correct uniform for each shift
- Provide advice and information to our guests regarding the Tour
- Adhere to the policies and procedures that are put in place by the management team
- To establish good working relationships with all departments
- Contribute to the induction of new team members

Based on business need the following tasks may be assigned:

- Assist the Visitor Services Team Leader as required.
- To assist the Visitor Experience Team as required.

POLICIES AND PROCEDURES

- Comply with Health & Safety legislation.
- Adhere to organisational policies and procedures to protect people and the reputation of Game of Thrones Studio Tour.
- Understand and uphold Game of Thrones Studio Tour Code of Ethics

PERSONAL RESPONSIBILITIES

- Be familiar with Game of Thrones story, Family Houses and characters, the features of the Tour and the merchandise available.
- Work flexibly as part of a team and support colleagues across all Departments.
- Protect the reputation of Game of Thrones Studio Tour.

OTHER

- Carry out any other related duties that may reasonably be expected from time to time.
- Game of Thrones Studio Tour operates 7 days a week, 361 days per year. Your shift allocation will be based on this. Weekends, bank and public holidays are inclusive. Shift times will be no earlier than 8am and finish no later than 9pm. Attendance at Game of Thrones Studio Tour outside of these hours will be notified at least 7 days in advance.

Essential skills and experience

Applicants should have;

- A minimum of 5 GCSE's or equivalent (Grades A-C including English & Maths) or at least 2 years of working in a customer facing role
- Recent experience in a busy customer service environment although full training will be provided
- Fluent in the English language.
- Excellent time keeping skills.
- Flexibility of approach to working environment needs.
- Excellent team working skills.

Desirable skills and experience

- Experience working with a bespoke product in a unique retail setting
- Knowledge of and interest in Game of Thrones Story.

Primary Liaison:	Direct Reports: Studio Shop Management		
Reviewed By:		Date:	October 20, 2021