### Retail Sales Assistant

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| **Job grade** | **8** | **Reports to** | **Retail Manager** |
| **Directorate** | **Zoos and Engagement** | **Function** | **Visitor Services** |
| **Contract** | **Seasonal** | **Location** | **Regent’s Park** |

**Responsibility for resources**

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| **Direct line reports** | **NA** | **Responsibility for other resources** | **NA** |
| **Financial resources** | **NA** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The purpose of this role is to support the Retail department with the fulfilment of the day-to-day retail operations across London Zoo. The Sales Assistants will work together in the delivery of operations to maximise sales and profit, to achieve budgets as well as enhance the Visitor Experience, and achieve the objectives of ZSL200.

The post holder will be responsible for the daily operations of the Retail department and will need to ensure a smooth and efficient operation to ensure visitors days have a positive impact.

**Key responsibilities**

* Ensure that all shops are fully operational and that any issues are raised with the Retail management team.
* Play an active part in ensuring that the departments KPI targets are met.
* Maintaining a high level of customer service, dealing efficiently and courteously with any questions, or requested information.
* Maximise revenue for the charity by proactively selling to our visitors.
* Develops and maintains good up to date knowledge of all retail product, promotions, and zoo activities.
* Takes care in the security and accuracy of all areas of cash handling. If any anomalies are detected ensures that the Team Leaders are informed immediately. Escalate any issues to Duty manager when required.
* Maintain good stock levels in all outlets through regular stock replenishment.
* Actively promoting and looking for opportunities to increase sales.
* Maintain accuracy of the stock file, through loss prevention measures, and inventory control.
* Report any Health and Safety issues for the shop floors and stockroom.
* Complete stockroom operations as and when required including stock rotation, delivery and overall standards.

The duties and responsibilities described are not a comprehensive list and additional tasks

may be assigned from time to time that are in line with the level of the role.

**Person Specification**

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| Experience | |
| Essential | * Good standard of attention to detail. * Previous experience with delivering a high standard of customer service. * Previous cash handling experience. * Ability to thrive in a fast paced and sometimes extremely busy environment. * Previous experience of working in a fast paced environment. * Proven cash handling skills. * Ability to work in a large team and alone. |
| Desirable | * Previous experience in either a Retail environment or Visitor attraction. |
| Knowledge and skills | |
| Essential | * A consistently positive and energetic approach is required. * A positive can-do attitude is essential. * Strong communication skills are essential. |
| Desirable | * An interest in animal conservation is desirable. * Previous experience working in a retail or visitor attraction. |
| Additional requirements | |
| Essential | * This post will require some outside working with direct exposure to the weather. * This post requires frequent work during evenings to complete the reset for the shop as well as working weekends – our busiest time of the week, as well as Bank Holidays. * Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical) * To comply with and promote Health and Safety policies and procedures. |