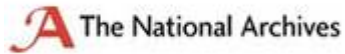


Retail Assistant



The National Archives

Job Purpose

This is a part-time position, working every Saturday in The National Archives Bookshop as part of the Commercial & Business Development Directorate's Retail Team.

Our bookshop specializes in British History, Military History and Family History and in addition to the physical bookshop we also have a successful online bookshop which is managed by the Retail Team.

Your core duties will primarily involve providing a high level of customer service to our visitors and staff and the efficient performance of a range of retail activities aimed at revenue generation and effective business control.

Reports to: Retail Manager

Role and Responsibilities

Main duties:

- * Sell a wide range of genealogical, military and general history books, cards and gifts
- * Provide customers with book related and general information and take orders for books from both shop customers and via the telephone
- * Cash handling and till reconciliation to laid down procedures
- * Collecting keys and opening up bookshop if senior colleague's arrival is delayed
- * Regular stock checking and order preparation as required
- * Book in and check stock received against delivery notes/invoices noting any discrepancies and damages
- * Regular replenishment of shop stock from stores
- * Assist with the annual stock take
- * Other general shop duties including keeping the shop tidy and attractively displayed

Person Specification

Essential:

- * Proven ability and experience in a customer facing retail environment or similar
- * Computer skills (Word/Excel) and familiarity with e-mail procedures
- * Computerized point of sale and stock control experience
- * Excellent verbal and written communication skills
- * Cash handling experience including till reconciliation
- * Ability to work on own initiative with good time management skills

Desirable:

- * Minimum 1 year's bookselling experience or similar
- * Interest/knowledge of British history and genealogy
- * Experience of the online retail environment

* Ability to undertake occasional heavy lifting

To apply please click on 'more information' below

Location:	Kew, Richmond
Category:	Other
Duration:	
Type of Contract:	Permanent
Hours:	Part Time
added: May 15, 2013	deadline: May 29, 2013

More information:

http://ig24.i-grasp.com/fe/tp_l_nationalarchives01.asp?s=4A515F4E5A565B1A&jobid=72095,8214236182&key=31996470&c=626587657277&pagestamp=dbocmwuxfgojfn