

## JOB DESCRIPTION

**Post:** Retail Assistant, London

**Department:** Retail, Tate Commerce

**Reporting to:** Floor Managers / Retail Supervisors

**The Company** Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance, and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern, and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

**The Department** The Retail team sits within our Trading department in Tate Commerce and engages with Tate's visitors through our outlets, extending the visitor journey beyond the galleries and maximising revenue and visitor satisfaction. We work closely with the wider Trading Team and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering exceptional customer experiences and generating income that supports the work of Tate.

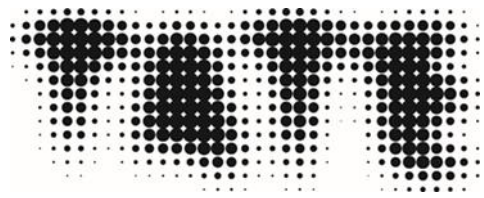


### The Disability Confident Scheme

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:** The Retail Assistant is a shop floor focused role, delivering the best possible visitor experience in-store, championing exemplary customer service and driving sales. The Retail Assistant will be a visible point of contact and support for our visitors whilst assisting the Floor Managers and Supervisors with day-to-day operational needs and retail goals.





## Main responsibilities and duties:

In addition to the duties listed below, you will be crucial to the daily running of retail operations as overseen by the Retail Supervisors and Floor Management team. From assisting our visitors to maintaining the shop floor, you will be responsible for providing a world class shopping experience and contributing to the commercial success of the Gallery. Hours include weekend working, late and early shifts.

## People:

- Ensure clear and polite communication at all times, whether that be in person, by telephone, on email or through use of Retail radios
- Engage in relevant training as requested by Retail Management and support in delivering training to others in areas of expertise
- Ensure compliance in all Tate and Tate Commerce policies including but not limited to the Dignity and Respect Policy; health and safety; data protection and GDPR; cash handling and security policies
- Ensure a high level of discipline relating to presentation, time and attendance, and behaviours at work
- Develop and maintain good relationships with colleagues and managers, always working as part of a team and communicating effectively to achieve a strong team environment
- To undertake all reasonable duties and tasks as requested by the Retail Management Team
- To be flexible in fulfilling the operational needs of the business; able to work early mornings, ad hoc events, Tate Lates, late nights etc.

## Customer:

- Deliver excellence in customer experience. Understand and champion the direct impact an enjoyable shopping experience has on commercial success
- Acknowledge, greet and take ownership of initiating first contact with all visitors. Respond to all customer needs promptly and courteously
- Use your knowledge to offer all available options for each customer including but not limited to: delivery options, gift vouchers, membership, customer orders
- Develop a thorough and ongoing knowledge of Tate products, while maintaining a good knowledge of the gallery and programme to provide a well-rounded experience for each visitor

## Profit:

- Foster a basic understanding of commercial KPIs and how to apply this knowledge to customer interactions
- Deliver strong and consistent visual and housekeeping standards; collaborating with the shop managers and visual merchandising team to execute visually exciting and excellent retail



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standards across the retail spaces. Retail standards are inclusive of but not limited to replenishment, cleanliness, organisation of retail overstocks, pricing and signage

- Minimise stock losses by being actively engaged with the shop floor, being alert and aware and reporting thefts and potential thefts to the Duty Manager and Floor Manager, escalating to the security team where appropriate
- Ensure an accurate and thorough approach to all money handling and till transactions
- Participate in bi-annual stocktakes and rolling stock checks in accordance with the retail management team
- Participate in regular stock deliveries adhering to manual handling guidelines, and accurately move stock when required - shop transfers, Distribution Centre returns, online returns etc.
- Engage in any other trading projects or objectives on an ad-hoc basis.

What you will bring to the team:

- Retail experience and a demonstrable history of strong customer service skills
- Experience working closely with sales of stock and maintaining high retail standards
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- Our values: being Open, Bold, Kind and Rigorous. As a Retail Assistant you'll have the opportunity to bring these to life and be an ambassador for the Tate brand
- A passion for and commitment to the work of Tate
- A friendly and approachable perspective with excellent time management skills
- Resilience, openness to change and ability to think creatively
- Ability to work flexibly on a rota pattern, including working weekends, public holidays and early morning or late evening shifts



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