



Gromit Unleashed Retail Assistant

Job Description and Person Specification

Job Title	Gromit Unleashed Retail Assistant
Line Manager	Shop Manager
Location	The Mall at Cribbs Causeway BS34 5DG
Terms	Permanent 12-16 hours per week
Salary	Under 21: £10 PH. Over 21: £12.21 PH (DOE)

The Gromit Unleashed Shop is integral to our fundraising activity at Wallace & Gromit's Grand Appeal, the dedicated charity for Bristol Children's Hospital. In this role within our retail team, you will help encourage visitors to purchase one of our products by maintaining the visual appearance of the shop and offering outstanding customer service. You will also engage our visitors in conversation about the charity's other activities and opportunities, in particular our sculpture art trail, Gromit Unleashed 3.

Based at The Mall at Cribbs Causeway, you will be responsible for processing customer transactions efficiently and accurately, re-stocking products, maintaining a high standard of visual appearance throughout the store and completing other tasks as instructed by the Shop Manager or Supervisor on shift. You will be a brand ambassador for the Gromit Unleashed Shop, The Grand Appeal, and its associated activities, and you will have a proactive and positive approach to work. You will be trained to help members of the public who have questions about Gromit Unleashed 3 and become an expert on the sculptures, events and related fundraising activity.

You will also support our online store by picking and packing customer orders, processing deliveries, and completing other tasks as instructed by the on-duty manager. In this part of the role, you will have the opportunity to demonstrate your keen eye for detail, organisation and time-management skills.

A motivated, hardworking person, you will relish this opportunity to work in a unique and rewarding workplace. You will need to be flexible, with the potential to take on increased hours when requested during peak times. Weekend and evening availability will be required.

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and The Neonatal Intensive Care Unit | grandappeal.org.uk**

30-32 Upper Maudlin Street, Bristol, BS2 8DJ | 0117 927 3888 | hello@grandappeal.org.uk

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Key tasks and responsibilities:

Processing sales transactions	Includes cash handling and accurate input of sales
Assisting customers with their enquiries	Advising customers about our products, the Gromit Unleashed 3 trail and fundraising activity
Work towards given sales targets	
Educating customers about the charity and our purpose and marketing upcoming fundraising events	Through leaflets distributed at the site, as well as engaging customers in conversation about our other charity activities
Maintaining product displays	Re-stocking and re-facing products Re-merchandising when new products are received Completing other merchandising tasks as instructed Ensuring the shop is always clean and presentable
Supporting the supervisor/manager with ad hoc tasks	Stock presentation and packaging tasks Quality control checks Optimising stock rooms and organisation
Stock organisation	Optimising storage of products in all stock rooms to ensuring efficiency and accuracy.
Stock processing	Checking quantities & quality are correct, informing product manager if there are any discrepancies or faults.
Inventory checks	Regular inventory checks as directed by a manager and supporting end of month stock count.
Picking and packing	Accurate retrieval of products Packing of orders ready for collection, ensuring limited damage in transit
Stock transfers	Assist with small stock transfers between our online and physical retail storerooms.
Waste disposal	Process all packing/product waste.

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Wider responsibilities include:

Data protection

Protecting an individual's personal data and recording data and image use according to procedure is important to The Grand Appeal. The position holder must uphold this responsibility in their work, complete required training and comply with all communicated expectations.

Development

Seek out opportunities for sector training to gain valuable skills and insight that will support the responsibilities of your role.

Complete/attend training, meetings and other events at your manager's request.

Supporting the wider team

Attend and assist at some of our fundraising events
Carry out other tasks/duties to support teams and colleagues across the organisation

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. While they list some key tasks, there will also always be tasks that arise, and which can be reasonably expected of the role.

The selected candidate will be appointed subject to a DBS check.

What we offer:

- Healthcare Plan
- Pension Scheme
- Option to buy and sell holiday

How to apply:

Please download our application form and send a completed version, along with a copy of your CV to shop@grandappeal.org.uk Applications without a covering letter will not be considered.

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Closing date for applications: This recruitment is rolling; the role will be offered as soon as we find the right candidate.

You can view our privacy policy at grandappeal.org.uk/privacy-policy

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