



# Application Pack

Ref: WA315

## Retail and Online Fulfilment Assistant

Salary £24,548.31 per annum

Full time  
Fixed Term until 3 November 2024  
[35 hours per week]

Advert date: 30 April 2024  
Closing date: 14 May 2024

**WESTMINSTER ABBEY ENTERPRISES LIMITED**



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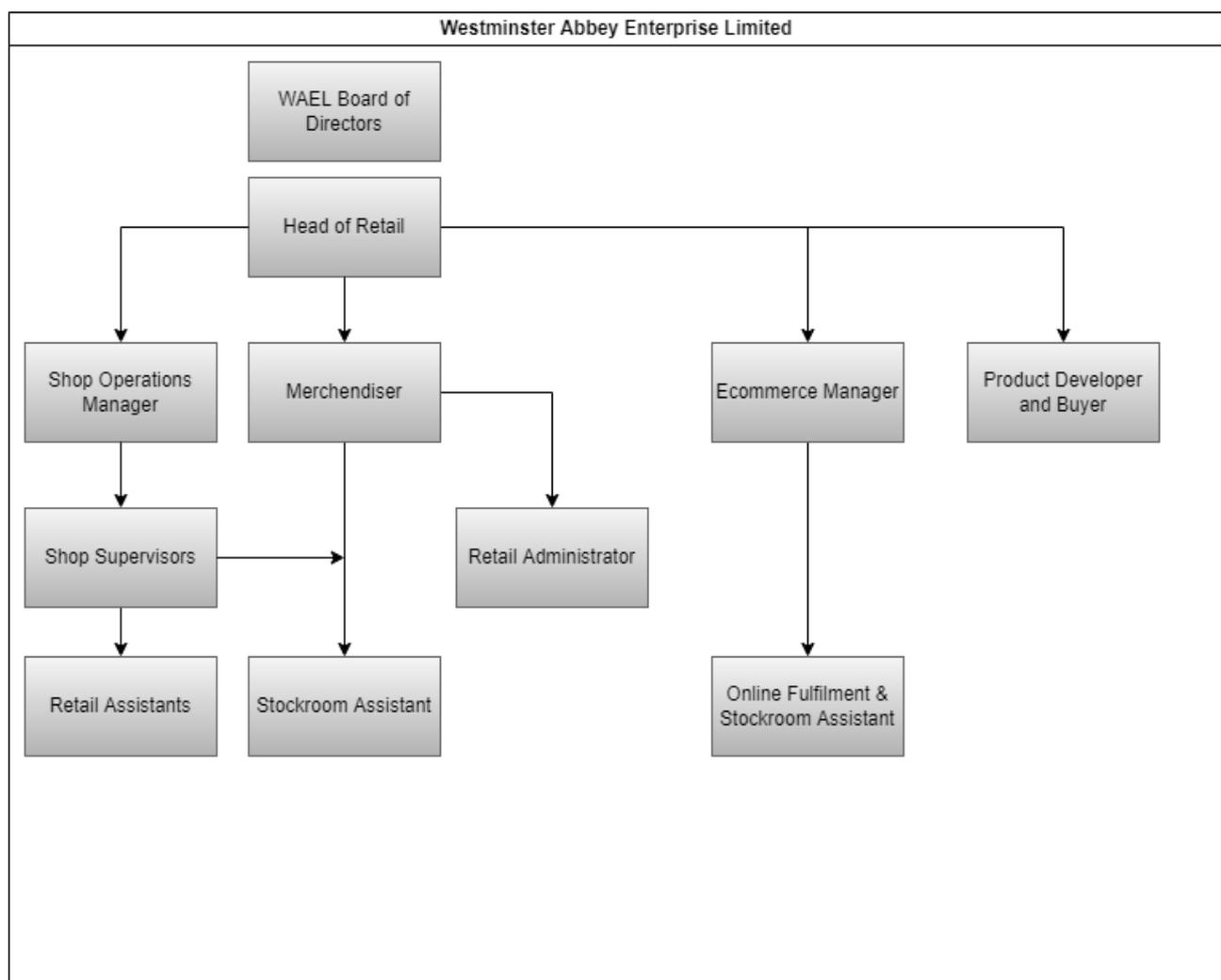
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# About Westminster Abbey Enterprises Ltd

Westminster Abbey Enterprises Limited (WAEL) is responsible for all retail activities at Westminster Abbey, and currently employs around 24 staff.

The main shop, situated at the exit to the Abbey (the Great West Door), sells a range of books and merchandise inspired by the life, history and architecture of the Abbey, and reflecting its location as a visitor attraction in central London. There is a further shop in the Cloisters (at the restaurant entrance/ exit) selling a selective range of gifts, guides and souvenirs. We also sell online, at [shop.westminster-abbey.org](http://shop.westminster-abbey.org).

The net profits from retail sales revenue are usually gift-aided to the Abbey, and WAEL's trading activities provide a valuable contribution to the income of the Abbey.



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# About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain's heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and the United Kingdom are buried. The shrine of St Edward the Confessor, King of England from 1042 to 1066, is at the heart of the Abbey Church. Also buried or commemorated here are many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

The Dean and Chapter of Westminster defines its Mission in these terms:

- To offer daily divine Worship to Almighty God and to help the wider Church to sustain and develop its ministry in areas such as liturgy, music and preaching, where we have particular strengths;
- To serve the King;
- To proclaim the Gospel to the nation and Commonwealth and explore its implications with those involved in public life – in Parliament and beyond;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To care for the precious resources entrusted to us: our people, partnerships, buildings, heritage and money.

## Our values

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts over one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey's work, for there are also many 'special' services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.

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# Job Description

<b>JOB TITLE:</b>	Retail and Online Fulfilment Assistant
<b>DEPARTMENT:</b>	WACL
<b>POST REPORTS TO:</b>	Shop Supervisors and Managers
<b>KEY RELATIONSHIPS:</b>	The retail management and office team, all other Abbey staff and customers
<b>JOB SUMMARY:</b>	<p>The shops receive a high throughput of Abbey visitors and tourists: the environment is busy and demanding.</p> <p>Post holders are expected to:</p> <ul style="list-style-type: none"><li>Provide a welcoming atmosphere in the shops, delivering a high standard of customer service</li><li>Demonstrate excellent product knowledge about the ranges on sale and use appropriate sales techniques to maximise sales</li><li>Maintain a well-stocked and visually appealing shop, following visual merchandising guidelines</li><li>Ensure accuracy and efficiency in processing EPOS transactions</li><li>Accurately fulfil online orders</li></ul>

## MAIN DUTIES AND RESPONSIBILITIES

- Provide the highest standard of customer service to all visitors and customers: greet, help and advise customers and deal with customer queries in a courteous and professional manner
- Develop knowledge of ranges and products sold in the shops, pro-actively offering customers relevant and accurate information
- Develop a good knowledge of the products sold online, and where they are located in the storage areas, in order to accurately fulfil orders.
- Pick and prepare online and telephone orders for dispatch within stated timescales.
- Be familiar with, and stay up to date with, the activities, services, and events at Westminster Abbey (including opening times, service times and ticket pricing), developing relevant knowledge to deal with customer queries

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- Fully understand and adhere to all procedures relating to stock control, cash handling, till operation and day to day processes
  - Actively contribute towards daily targets and increasing 'spend per customer' by developing and using appropriate selling techniques: help customers to make suitable purchasing decisions through excellent service and product knowledge
  - Be aware of current promotions and discounts, applying to appropriate transactions
  - Process refunds and exchanges in accordance with procedures
  - Replenish, tidy and clean allocated areas of the shops and ensure displays (including ticketing) are maintained according to required visual merchandising standards
  - Assist with unpacking deliveries and checking and pricing as required.
  - Carry out stock checks as necessary and participate in full stock takes, counting with accuracy
  - Actively promote the online shop, keeping up to date with offers and promotions. Actively encourage customers to sign up to the online newsletter
  - Be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur
  - Be familiar with, and actively support, company procedures to ensure the health and safety of self and colleagues, and report any maintenance required
  - Undertake any other tasks that may reasonably be requested by the Head of Retail

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**Westminster Abbey Enterprises Limited is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.**

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# Person Specification

## **POST: Retail and Online Fulfilment Assistant**

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

### **Essential**

- Relevant retail experience gained in a busy, fast-paced environment
- Demonstrable ability to deliver excellent customer service in a warm and friendly manner
- Clear and confident communication skills
- Accuracy and attention to detail
- Comprehensive experience of using an EPoS till, and handling cash and credit cards
- Ability to work co-operatively as part of a team
- Initiative to identify tasks and sales opportunities when working alone
- Ability to work under own initiative to multi-task, prioritise and meet deadlines
- Patience and the ability to work effectively under pressure
- A flexible attitude to working hours: regular evening and weekend working required
- Good numeracy: GCSE Maths (at grade 4 or above) or equivalent

### **Desirable**

- An understanding of, and sympathy with, the mission and values of Westminster Abbey
- Relevant experience gained in a shop, fulfilment centre or warehouse
- Interest in British history
- Knowledge of a foreign language
- Knowledge of, or a willingness to learn about, London transport, London visitor attractions, and places to eat, drink and shop in the Westminster area

This Job Profile will be kept under review and may be amended by the WAEL Board from time to time. Any proposed changes will be discussed with the post holder.

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# Working for us

## Employment Status

This post is fixed term until 3 November 2024.

## Salary

The salary is £24,548.31 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

## Working Hours

The shop is open seven days a week, and a shift system is in operation as opening hours vary. Working hours (excluding lunch breaks) are 35 per week, worked over 5 days. Overtime is payable for bank holiday working.

## Annual Holidays

The holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service.

## Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## Medical Insurance

WAEL will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, they must be worn at all times.

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# Equality Statement and How to apply

## Equality Statement

Westminster Abbey Enterprises Ltd (WAEL) aims at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

## Safeguarding

WAEL is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to WAEL, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

## How to Apply

Please complete our application form as CVs will not be accepted.

Read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience, also leisure and other interests. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org)

We regret that, due to the large number of applications we normally receive, we are normally only able to contact or provide feedback if you have been shortlisted for interview. We appreciate your interest in our work at Westminster Abbey Enterprises Limited.