



job description

Job Title: Retail Assistant

Reports to: Retail Manager/Retail Team Leader

Job Purpose:

As a Retail Assistant you will be part of a retail team which ensures our retail outlets are professionally run operations, from stock-taking to serving. Duties will be shared between retail and bar activities, depending on the centre. Across centre you will ensure that high standards of customer service are delivered and that the accounting of all monies and stock are accurate. These duties may vary slightly between centres.

Key Objectives:

Objective 1: Retail duties.

- Maintain excellent customer service when dealing with guests
- Ensure all Health and Safety Standards are being complied with
- Serve merchandise to guests.
- Stock shelves and keep accurate records of stock.
- Operate the computerised cash register.
- Handle cash and ensure that sales and takings balance.
- Keep the shop clean, tidy and presentable.
- Restock the vending machines.

Objective 2: Bar duties.

- Maintain excellent customer service when dealing with guests
- Ensure all Health and Safety Standards are being complied with
- Serve beverages during bar shifts.
- Stock shelves and keep accurate records of stock.
- Operate the computerised cash register.
- Handle cash and ensure that sales and takings balance.
- Keep the bar area clean, tidy and presentable.

Objective 3: Assist with centre specific duties associated with a residential children's activity centre.

- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Residential staff may be required to cover an overnight on-call Emergency Assistant shift on a rota basis.



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Personal Specification

Qualifications / Experience:

	Essential	Desirable
Maths and/or numeracy qualification	✓	
Customer services skills	✓	
Previous retail experience		✓

Competencies:

Maintains a positive and cheerful attitude with customers
Is approachable
Understands the impact of own behaviour on others
Support team mates in the development of their skills
Uses appropriate verbal and non-verbal language
Chooses the appropriate method of communication considering the needs of the audience
Daily tasks and activities are completed on time and to the required standard
Follows pre-set procedures when required
Prioritises tasks effectively to ensure priority items are completed
Actively seeks opportunities to develop own skills and knowledge
Goes the “extra mile” when required
Complies with all relevant policies and procedures
Is punctual and present for work

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, all Retail Assistants employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.