



JOB DESCRIPTION

Job Title: Seasonal Retail Assistant

Post Reference No: RT01

Reports to: Deputy Head of Retail, Assistant Retail Operations Manager

Grade/Salary: £12.36 per hour for those aged 18+

Hours: Minimum of 15 hours per week on a rota basis. Weekday, weekend and Bank Holiday working required.

Status: Seasonal, expiring September 2025

The Lulworth Estate has a number of seasonal positions within our hardworking, friendly retail team working across our retail outlets in Lulworth Cove and Durdle Door including the Heritage Centre Gift Shop and Coffee Shop, The Dolls House, Lulworth Beach Shop, Durdle Door Stores and our Ice cream kiosks and mobile retail units.

This is a varied and interesting role, our retail staff play a huge part in welcoming and interacting with our many thousands of visitors throughout the year, dealing efficiently with their enquiries and always ensuring outstanding customer service.

Applicants will have excellent communication skills and the ability to manage customer expectations efficiently, be flexible, focused and self-motivated, be effective at time management and organisation and enjoy working as part of a team.

Main Tasks and Duties:

- Providing friendly and professional customer service, accepting orders, receiving payments by cash and card efficiently.
- Selling ice creams and hot and cold refreshments, observing high standards of personal and food hygiene.
- Carrying out stock control and replenishment ensuring displays are stocked, in date and clean at all times.
- Answering visitor queries and providing information about the site and local area.
- To be proactive in the selling of merchandise and the promotion of events to achieve targets and increase spend per head.
- Working in a safe manner at all times, raising any health & safety concerns immediately with your line manager.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.

- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Having your own transport and/or the ability to commute to our location is essential. 	
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Knowledge or experience of a customer service environment. 	<ul style="list-style-type: none"> • Previous experience in a busy shop or café, handling cash transactions and using an EPOS till system
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • The ability to work well in a fast paced environment. • The ability to handle multiple tasks simultaneously. • Strong attention to detail and cleanliness. • The ability to work both independently and as part of a team. • Good physical strength and stamina. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • A strong work ethic, taking pride in delivering excellent service. • A positive, can-do attitude. 	
Other	<ul style="list-style-type: none"> • Flexibility to work weekdays, evenings, weekends, and Bank/Public Holidays when 	

	needed as well as covering any unforeseen rota changes.	
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Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a seasonal appointment.
- The Contract of Employment will be based on the provisions of the Lulworth Estate A Fund.
- The salary for this post will be dependent on qualifications, skills and experience.
- Working Hours will be a minimum of 15 hours per week on a rota basis. Weekday, weekend and Bank Holiday working required.
- The annual leave entitlement will accumulate on a monthly basis pro rated to the hours you work each month based on 28 days (5.6 weeks) entitlement inclusive of public and Bank Holidays, to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 1-month Probationary Period with a review after 2 weeks.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their CV with a covering letter to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications:

Proposed Interview Date:

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Seasonal Retail Assistant **at the Lulworth Estate.**

Signed:

Print Name (Block capitals):

Date: