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| Job title: | Seasonal Chandlery Shop Assistant | Position type: <i>(E.G. full-time, part-time, permanent, seasonal)</i> | Full time or Part-time, Permanent etc Variable Hours BETWEEN 10.30 am – 6.00 pm and Sunday 8.00 am – 6.00 pm |
| Department: | Bucklers Hard Yacht Harbour | Hybrid working? | no |
| Location: | Beaulieu head office (John Montagu Building) | Driving licence required? | Yes |
| Salary range: | £11.54 per hour | Start date: | April 2024 |
| | | Date posted: | 03/04/2024 |
| Travel required? | Minimal - Occasional travel around the estate and to training courses | Application cut-off date: | 12/04/24 |
| Reporting lines: | | | |
| Reporting to the Harbour Master | | | |
| Purpose of the role: | | | |
| This role is to present and operate the Chandlery Shop in a professional manner. To advise and assist customers in a friendly and welcoming manner. To Operate the tills, including cash and credit card transactions. To answer telephone and assist with enquiries. To assist with the Marina reception and queries and to receive deliveries to site. | | | |
| Qualifications | | Assessment approach | |
| | Essential | Shortlisting | |
| Experience | | Assessment approach | |
| Experience in dealing with customer service enquiries | Essential | Shortlisting / Interview | |
| Experience in working in a retail/customer environment | Essential | Shortlisting / Interview | |
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| Skills | | Assessment approach | |
| Customer Service | Essential | Shortlisting / Interview / Test | |
| Ability to work under pressure | Essential | Interview | |
| Ability to prioritise tasks | Essential | Shortlisting / Interview | |
| Able to handle cash and credit cards and operate a till confidently | Desirable | Interview | |
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| Attributes | | Assessment approach |
|---|-----------|-----------------------|
| Friendly and supportive manner | Essential | Interview |
| Ability to focus on tasks and complete them accurately with attention to detail | Essential | Interview |
| Flair for display and stock layout | Desirable | Interview |
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| | | |
| Job description | | |
| <p>ROLES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Working to a professional standard, being friendly and helpful to all our customers • Assist with the Marina reception • Answer telephone enquires • Receive deliveries • Being responsible for cash handling, operating tills and PDQ machines • Daily cleaning and tidying of shop area • Checking and pricing stock • Checking stock levels and re-ordering • Merchandising • The opening and closing of shop on occasions • Balancing the days takings • Undertake any other reasonable tasks as requested by the Chandlery Supervisor or Harbour Master. | | |
| Reviewed by: | WS | Date: 02/04/2024 |
| Approved by: | LG | Date: 02/04/2024 |
| Last updated by: | LG (HR) | Date/Time: 03/04/2024 |