

Royal School of Needlework

Job title	Assistant Retail Manager
Reports to	Retail Manager
Salary range	£12.70/hour (approx. 18 hours/week)
Location	Hampton Court Palace



The Royal School of Needlework is celebrating its 150th anniversary this year and is seeking a number of people to help us to begin the next 150 years. This is a fast-paced place to work with a wide range of activities taking place both face-to-face and online.

The Assistant Shop Manager is an active and enjoyable role working with our friendly team based at Hampton Court Palace. The RSN is a busy organisation and the post holder will need to be able to think in their feet and build relationships with colleagues, customers and suppliers.

You may not come from an embroidery background, but you will be keen to engage and to grow the RSN's retail operation. Working as a key member of the small and established team, the Assistant Shop Manager's ideas will be listened to and the post holder will be able to make a positive impact on the growth and performance of both the RSN's physical and online shops.

Knowledge of margins, basic budgeting and stock control would be useful; but equally important is a willingness to learn and a passion to make the most of the RSN's unique and rewarding work environment. You should be someone who takes personal satisfaction and pride in delivering outstanding levels of customer service – in person, on the telephone and by email. Ecommerce delivers a significant proportion of the shop's revenue, to that end the Assistant Retail Manager should be computer literate and keen to learn new skills.

Job responsibilities

1. Respond to customer enquiries
2. Progressively be able to competently deputise for the Shop Manager
3. Order processing – check for new orders and pick, pack and mail out
4. Keep shop in a tidy condition
5. Assist with stocktaking
6. Liaise with other departments/partner organisations as required
7. Assist with monitoring stock levels and reordering

To apply for this post, please submit your CV and a covering letter to RSN Chief Executive, Dr Susan Kay-Williams: susan.kay-williams@royal-needlework.org.uk

Applications will be reviewed on receipt and early applications are encouraged as an immediate start is available for the right candidate. The RSN encourages applications from people of all ages and backgrounds. We are looking to build stronger and better representation among our staff. The successful candidate must have the right to work in the UK and you will be asked to provide evidence of this before starting employment.