



Job Opportunity

Retail and Photographic Keyholder

Ref: TB17-50

CONTRACT:	Permanent Full Time – Annualised Hours
HOURS:	37.5 per working week – must be flexible to work daytime, evening and weekends
LOCATION:	Titanic Belfast Building
REPORTING TO:	Retail Manager

General Purpose

As a passionate service enthusiast, the successful candidate will be responsible for ensuring the Crew engage and deliver excellent customer service. They will ensure the highest standards of presentation within the retail store and photographic department. They will be calm under pressure and assist in maintaining an enthusiastic, motivated and organised crew.

They will assist and support the Retail Manager and Floor Supervisor in managing the day to day operations of the Retail and Photographic department, ensuring compliance with Company Policies.

Main Job Tasks and Responsibilities

- In conjunction with the Retail Manager and Supervisor supervise the Retail and Photographic crew on a daily basis ensuring they are motivated to provide a 5* Customer Service to visitors.
- Assist the Retail Manger in displaying high visual standards throughout the department.
- Organise and process merchandise exchanges including refunds, discounts, voids etc.
- Recognise and monitor security issues.
- Maximise average transaction value per customer.
- Manage the day to day running of the department, ensuring all crew are engaged and delivering 5* service at all times.
- Ensure cash drops and till reconciliations are dealt with securely and efficiently in accordance with company guidelines
- Open the store and photographic department, ensuring it is ready for trading. That shift patterns, breaks and specific duties are allocated to all crew and that the daily brief has been communicated.
- Ensure all cash floats are checked and tills/ till areas are equipped for the day's trading, adhering to the relevant company policies
- Close the store ensuring all tills are cashed up, with any variances recorded in line with the company policy, ensuring the store is ready for the next day's trading
- Ensure adequate handover notes are left for the opening Keyholder the following day.



- Assist Retail Manager and Supervisor in carrying out stocktakes.
- Dealing with any staff compliance issues and reporting them to the Retail Manager in a timely manner.
- Assist in the upkeep of the webstore and process webstore orders in line with company procedures.
- Deal with customer feedback as required.
- Any other duties as delegated by the Retail Management Team or any other person designated in their absence.

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Person Specification

Essential Criteria

- A minimum of one years' previous experience at Keyholder level within the retail sector
- Proven experience of ability to maximize sales and achieve sales target
- Experience in a fast paced customer focused role
- Ability to supervise and work as part of a busy team, using your own initiative
- Ability to communicate effectively at all levels – with visitors, crew and management
- Excellent organizational and planning skills
- Adaptable and can respond quickly to a dynamic environment
- Previous cash handling experience

Desirable Criteria

- Previous experience in a tourism/ visitor attraction retail environment
- Experience in a photographic environment

Key Competencies

- Commercial awareness
- Customer orientation
- Safety focus
- Leadership
- Tact

Closing date for receipt of applications is **9am Monday 25th September 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@tblinternational.com and we will send an application pack out to you, the last date for requesting application packs is **3pm Friday 22nd September 2017**

Applications received after the closing date and time will not be considered.



Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- Group Assessment centre – Monday 2nd October 2017
- Individual Interviews – Thursday 5th October 2017

Titanic Belfast Limited is an Equal Opportunities Employer.

