

## Bobby's Beauty – Bobby's of Bournemouth Limited

### Role Summary

Your role is to support the Bobby's Beauty team in an exciting new beauty hall venture at the Iconic Bobby's building in Bournemouth town centre. Fundamentally, you will provide first class customer service through utilising your extensive knowledge of beauty products to drive sales and profit. You will also demonstrate and embody the values and vision of Bobby's of Bournemouth.

### Bobby's

Bobby's is the affectionate local name for the Bobby & Co Department store established in 1915. The iconic and historic building that occupies a prominent location in Bournemouth town centre is undergoing a project of rejuvenation under the nostalgic name of Bobby's. The vision is to create a new experiential shopping destination lead by beauty, health, food and beverage, and wellbeing focused businesses. This is the future of bricks and mortar retail, and the Bobby's Beauty Hall will be one of the first elements to open in Summer 2021.

### What You Can Expect

With an extensive range of products from acclaimed international cosmetic houses to local sustainable beauty brands you will need to become an all-round beauty expert who can quickly develop an informative knowledge base across fragrances, skin care, and make-up. You will then use this knowledge to interact with customers, understand their preferences, recommend products, and ultimately give the customer that feel good factor through your exceptional service. You will be working alongside your Bobby's Beauty colleagues as one of our all-round experts but will also work collaboratively with representatives from the established beauty brands. You will work flexibly alongside the Bobby's Beauty team to support on key trading hours and events e.g. Christmas/holidays/evenings/weekends.

### You Will Have

- A passion for beauty products, the retail industry and our local and sustainable products
- Have a desire to learn and constantly develop product knowledge (i.e. features, benefits, usage) across a varied product range
- Strong interpersonal skills to build customer rapport and deliver exceptional service
- Customer service experience is beneficial
- A team player who collaborates with all colleagues and their respective roles
- Can work independently, shows initiative, multitask, and leads by example
- Ability to communicate and listen effectively and can follow direction
- Driven to deliver sales targets
- A positive mindset, can adapt to change and is excited by the Bobby's rejuvenation project
- Being a Bobby's brand ambassador who values honesty, integrity, and a desire to maintain a positive working environment

### Business Format

- **Salary:** Competitive hourly rate
- **Contract Type:** Permanent and fixed term available
- **Shift Patterns:** Flexible, please provide your flexibility with your application
- **Hours:** Full time, part time and weekend hours available, please provide your availability with your application