

## 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. As an experienced retailer you will play a supporting role in the leadership of the Bobby's Beauty team and the stock handling processes within the business. 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 be the role model of the Bobby's service expectation utilising your knowledge to interact with customers, understand their preferences, recommend products, and ultimately give the customer an exceptional and memorable experience. 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. In the absence of the Team Leader, you will be running the sales floor ensuring daily tasks are delegated and completed in a timely manner. Customer resolution will also be required so you will be an expert in the businesses returns policy and understand when to escalate issues accordingly. Assisting the Merchandiser with handling stock, deliveries, picking, and ensuring stock file accuracy will also be a vital part of your role. 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
- Retail experience is required, and leadership skills are beneficial
- Have a desire to learn and become a product expert (i.e. features, benefits, usage) across a varied product range
- Strong interpersonal skills to build customer rapport and deliver exceptional service
- 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 desire to maintain a positive working environment

### Business Format

- **Salary:** Competitive hourly rate
- **Contract Type:** Permanent
- **Shift Patterns:** Flexible, please provide your flexibility with your application
- **Hours:** Full time – 35 hours per week, please provide your availability with your application