



## **Job Description – Bookseller**

Our booksellers are the heart of our bookshops and are what makes them so unique and enticing. They pride themselves on knowing what their customers want from their bookshop, and deliver it through their friendliness, enthusiasm, knowledge and love of books.

### **Job Purpose**

Being a bookseller is about opening your mind to the world of books (and the other products we sell). It isn't just as simple as letting our customers come in and browse and hoping they choose something. It is about talking to them, engaging with them and recommending to them. To help you become a fantastic bookseller we have created the following competencies which we need all our booksellers to consistently deliver.

### **Deliver Great Customer Service**

You prioritise customers above everything else and always deliver a professional and high level of service. You understand the impact of delivering great customer service and how it relates to the success of your shop and the wider business.

### **Ensure the shop maintains high standards**

You deliver excellent shop standards which entice our customers to make a purchase whilst ensuring we are compliant and safe. You set out displays to ensure a welcoming environment in which to browse, allowing books to be found with ease.

### **Deliver the Commercial Offer**

You demonstrate commercial business sense in every decision and action, understanding your own contribution and ensuring that individual and shop goals are driving long-term profitability.

### **Show a level of Commitment**

You drive your own personal and career development, inspiring a passion for learning and being able to give and receive feedback. You promote a willingness to learn and share knowledge with others.

### **Be flexible and show your initiative**

You focus on goals and objectives, showing the determination to make things happen, even when under pressure. You can manage time, priorities, commitment and motivation. You are committed to delivering results and taking actions to overcome obstacles and seek solutions. You show resilience when things don't go as well as expected.

### **Love Books and want to learn about the industry**

You have a desire and passion to share your knowledge of books with customers and colleagues. You understand all relevant aspects of your shop as well as the wider business and bookselling industry.

## Be part of the team

You demonstrate integrity and personal credibility, and the right behaviours, skills and knowledge to fit the culture of Waterstones. You understand the importance of working effectively as a team and you help others to develop.

## Core Processes

There are several processes that we will expect you to be able to carry out in the course of your job such as working on a till and being able to process a delivery or shelve books- training will be provided to ensure compliance and a high standard of work. Diligent attention to detail will be required to carry out these daily processes.

## What is Waterstones looking for?

We will need you to be able to demonstrate the following:

- A real passion for books
- Outstanding customer service skills
- Willingness and ability to work as part of a team
- Good communication skills
- Good command of English (speaking, reading, writing)

## What's in it for me?

If you do have a passion for books, then you will love this:

- The opportunity to have a rewarding career with Waterstones
- 50% staff discount on books both in the shop and online
- Discounts on other items we sell such as gifts, cards and anything in the cafe
- Access to the Waterstones plus card giving you early insight into the great new books before they are published
- The opportunity to read our Books of the Month and help share our enthusiasm for these great titles
- 28 days holiday (including public holidays)

## How do I apply?

All our vacancies are advertised either instore or online - just visit [www.Waterstones.com/careers](http://www.Waterstones.com/careers)

You will need to ensure you have a current cv stating why you want to work at Waterstones, and the hours you are available.

## What will Waterstones do with my data?

For details of our privacy policy please follow this link here