

ANY AMOUNT OF BOOKS

The Charing Cross Road Bookshop

56 Charing Cross Road, London, WC2H 0QA

www.anyamountofbooks.com



Bookseller role at Any Amount of Books

We are *The Charing Cross Road Bookshop*, a general secondhand bookshop in the classic tradition. We sell a wide range of general secondhand books, ranging from £1 clearance bargains in our much loved barrows outside the shop, to collectable antiquarian books for several hundred pounds. Our customers are Londoners, tourists, collectors and other book dealers. We have many regular loyal customers. We also sell online and ship books across the world.

What we are looking for:

In order to work effectively for us and for the job to be fulfilling for you will need to have:

- A real interest in a range of books. You do not need to be an expert in any field but a general knowledge of writers and literature, and a good general knowledge is important.
- Some prior experience of working in a bookshop.
- Good communication and confident in dealing with a wide range of people.
- A willingness to take on a range of tasks each day.
- Attention to detail and care about how the bookshop looks.
- Good numeracy skills. You will need to be able to add simple numbers up in your head to effectively work on the till. An ability to be methodical and accurate when cashing up at the end of your shift is a necessary requirement of the job
- The ability and interest to work well with others as part of a small team.

What we offer you:

- We are a Living Wage employer and pay London Living Wage as our starter wage. We pay weekly.
- 1/3 off all staff book purchases.
- Access to knowledge about secondhand bookselling, including training to catalogue books.
- Relaxed friendly work environment, casual dress.
- Standard 5.6 weeks annual leave (pro rata for part time staff)
- Contributory workplace pension

What is the working day like?

The shop is open Monday to Saturday 11.30am to 7.30pm. The workday is 10.30am to 7.30pm, with a one hour (unpaid) lunch hour. There is a 10 minute break in the first part of the day, and staff can help themselves to tea, coffee and biscuits etc and of course toilet breaks during the day at any time.

On Sundays the work hours are 12.00 to 6.30pm and the shop opens at 12.30pm. There is a 45 minute lunch break, (30 minutes unpaid, 15 minutes paid).

We always have at least 2 staff in the shop at any time. One member of staff will be based near the till, and the other out in the main body of the shop. It is very important that this is maintained and that staff don't just gather around the till. You will organise amongst yourselves who is based where and when you swap over.

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There are always tasks to be done in the shop and you should be pro-active in getting on with sorting shelves, putting books out, checking the window displays and more.

There is often a 3rd staff member working in the office or downstairs part of the shop, and the 3rd member covers lunch breaks, so there is never a point where you are on your own.

During the day you will be covering a range of duties, which include:

- Opening up the shop and putting out our barrows of books outside.
- Refreshing the window display.
- Restocking the shelves with new arrivals.
- Sorting, tidying and alphabetising sections.
- De-pricing or pricing books as required.
- Putting book protector sleeves on books.
- Helping to carry boxes of books in and out of the shop, and up and down stairs.
- Being on the shop floor to help customers and to monitor what is going on in the shop at all times.
- Using the till and taking cash and card payments.
- Recording larger sales in a ledger.
- Cashing up at the end of the day.
- Taking customer enquiries over the phone.
- Looking up online queries on our database.
- Updating management with messages as required.
- Light clean (vacuum floors etc) shop as required at start of day, washing up teacups at end of the day
- Putting out recycling and rubbish at 6pm.

This is not meant to be an exhaustive list, the duties and responsibilities for this post may evolve and change over time, but the responsibilities outlined above will remain central to your role.

Physical requirements:

- The job requires you to be on feet a lot of the day – when on the till and when restocking books on the shelves. But you are welcome to sit down when you need to do so.
- There is a fair degree of bending down and reaching up to shelves and using library kick stools and stepladders.
- You will be required to help lift and carry boxes of books into the shop and up and down stairs regularly.
- There are wheeled trolleys of books which need to be put out and brought in from the street each day. They are fairly heavy to move.

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General expectations:

You are expected to be at the shop ready to start your day on time, and be prepared to stay a few minutes after closing time to lock up etc.

Focus and detail are important, as is completing tasks that you have been asked to do. You should be aware of what is happening around you in the shop at all times, and to be proactive in responding to customer queries.

You should be aware of the books we have in stock on the shelves – it would be impossible to know every book, but by tidying and sorting sections and putting books out, and just spending time each day looking at the shelves you should become familiar with what is in each section; there is an expectation that you will be interested to know what we have available in the shop.

In addition to the above there are other tasks that are required of a bookseller in the shop, some regularly, some on occasion:

Pricing and researching books:

- Pricing a limited range of books according to our pricing guidelines
- Checking books online to check available prices, scarcity and other details as required, and leaving clear notes on the book for others to use.

Processing, packing and posting online orders:

- Processing online orders and recording sales on our database, and various web portals.
- Communicating with enquiries from buyers.
- Preparing postage and courier manifests.
- Packing and posting books.

Cataloguing books for online sales:

- There is not scope for everyone working in the bookshop to be cataloguing books, but we have a policy to train all staff in this, as it gives a greater insight into collectable books.
- Once you have been trained and given a good induction to the role by both the Director and other cataloguers working for the bookshop, you will be expected to be able to describe books well, to complete records accurately, and to carry out this work at a good solid pace unsupervised, working to agreed targets of books to be catalogued.
- You will also be photographing books as part of this process and using book protector to protect dust jackets on certain books.

Helping with house clearances and collections of books:

- On occasion we need assistance with packing and moving stocks of books we have bought from various locations within London. Being able to pack up books at reasonable speed and carry boxes of books up and down stairs is a non-glamorous but important part of the job.

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Covid Safety Requirements:

We have maintained very high standards of Covid safety throughout the time we have been open during the coronavirus pandemic. We have established ourselves as a shop known for its strict compliance on face mask wearing. This hasn't pleased everyone, but the majority of our customers have been reassured that we take safety seriously, and consultations with all staff have helped inform our approach.

Currently we ask all staff to wear a facemask while in the shop (we provide 3 different types of face mask, including the hospital grade N95 FFP3 masks). We also have visors if you wish to wear one.

There is very clear signage in the shop asking all customers to wear masks, and customers without one on are asked to wear a facemask on entry, but we do allow people who claim to be exempt not wear one.

We have improved ventilation in the shop to help mitigate the spread of Covid, and we have hand sanitiser at the entrance to the shop and by the till for staff.

We limit customer numbers in the shop to avoid overcrowding and allow some social distancing. When numbers reach capacity, we have a system in place to only let more customers in after some have left.

It will be part of your daily duties to help us maintain as Covid-safe a working environment as we can manage, by requesting customers use a face mask, monitoring numbers of customers in the shop and if required managing numbers at the door, ensuring the hand sanitiser is topped up and that extractions fans are switched on and off at start and end of the day.