



WOODWIND INSTRUMENT SPECIALISTS

Retail Sales Assistant (Woodwind Specialist)

ROLE

Position	Retail Sales Assistant (Woodwind Specialist)
Reports to	Retail Manager
Location	Howarth of London Ltd, 31 Chiltern Street, London, W1U 7PN
Salary	Salary range £28,000 to £32,000 per annum, depending on experience
Contract	Full Time Permanent
Working Hours	Five days a week, including Saturdays from 9.00am to 5.30pm (40 hours per week)

APPLICATION AND INTERVIEW DATES

Application Deadline	Monday 9 th March 2026
Interview	Interviews will be completed at the earliest availability after applications have been received.
Format of Application	To apply please email Lara Forbes at lara@howarthlondon.com explaining relevant experience and interest in the role, and attaching your CV.

PURPOSE OF THE ROLE

Howarth of London is the UK's leading manufacturer of high-quality Oboes and a retailer of Woodwind Instruments. Based in our London showrooms, you will be part of a team responsible for all aspects of retail sales, confidently handling instore, telephone and email enquiries whilst upholding our reputation for exceptional customer service. As well as sales, you will deal with all shop floor duties, including testing and setting up stock, keeping the shop clean and tidy, dealing with regular stock deliveries, and maintaining our shop displays. Ideally you will have previous retail experience, although this is not essential.

The working week includes Saturdays, with a regular day off during the week.

KEY RESPONSIBILITIES

- Promote and complete customer purchases of instruments and accessories.
- Provide a first point of contact for shop visitors.
- Maintain a visual presence on the shop floor.
- Ensure telephone is answered in a timely manner and field calls as required.
- Ensure shelves and displays remain well stocked.
- Maintain a professional and well-presented shop.
- Assisting with stock admin as required by the Retail Manager.
- Replying to email and social media enquiries.
- Setting up rental instrument agreements (instore and mail order).
- Attend external events and trade shows when required.
- Stock maintenance and stock control.
- General shop wide assistance.
- Take care of your personal health and safety and that of others. Report any health and safety concerns to the management team.



Please note:

This job description is not exhaustive, and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis.

Occasional Sunday and Bank Holiday working is an essential part of this role.

CANDIDATE PROFILE

ESSENTIAL

- Sound understanding of woodwind instruments.
- Good problem-solving skills
- Excellent personal presentation with clear communication skills.
- An understanding of and being able to demonstrate excellent customer care skills including exemplary complaint handling with evidence of delivering exceptional customer service.
- Excellent organisational skills with a proven ability to prioritise tasks and meet deadlines and to manage time effectively.
- Have an excellent eye for detail and accuracy of paperwork.
- Financially aware and numerate with relevant till and cash handling experience.
- Self-aware and able to use initiative.
- Competent IT skills including proficiency in all Microsoft Office applications.

DESIRABLE

- Oboe player with a good working knowledge of the instrument.
- Previous experience working in a busy customer focused retail store environment.
- Experience of working for a musical instrument retailer.

ADDITIONAL REQUIREMENTS

- Applicants must have the right to work in the UK

WORKING RELATIONSHIPS AND CONTACTS

- Retail Manager
- Repairer Department Head
- Double Reed Department Head

ADDITIONAL BENEFITS

- 28 days leave (including Bank Holidays)
- Company Auto Enrolment Pension Scheme
- Interest-Free loan for an annual travel season ticket (after probationary period)