

VACANCY

Commercial Retail Support Assistant

Department: Retail

Reports to: Senior Retail Manager

Direct Reports: None

Designation: Permanent (5)

Salary: £8.75 - £9.25 per hour dependent on experience

Hours: 37.5 hours - 8am to 4pm Monday to Friday. Flexibility will be required for the role.

Benefits / Equipment: Annually 28 day's holiday inc. Bank Holidays (210 hours)
Access to Newlife Pension Scheme
Staff discount, following 12 weeks service
Access to Childcare Voucher Scheme
Health Cash Plan at level 1, post probation

About Newlife:

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:
www.newlifecharity.co.uk

Post Summary:

This role involves supporting the Senior Retail Manager to capture and analyse retail data and from this identify and predict trends to make recommendations for improving or updating business processes, finding solutions to any problems through research and deep analysis.

The successful candidate will also support the Senior Retail Manager by managing their diary, taking messages and responding to these where applicable, creating communication on behalf of the Senior Retail Manager, so shorthand or speedwriting could be helpful. IT and communication skills are key.

This role play a key role by analysing data to provide competitive commercial solutions whilst reflecting Newlife's Vision, Mission and Values.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements:

- Interest or love for fashion to support delivering the retail strategy.
- Prior administration experience, ideally in a supporting capacity to senior management.
- Prior experience of analysis of retail trends.
- Interest in fashion and homeware trends.
- Excellent communication skills, with the ability to talk to a range departments and stakeholders.
- Demonstrable record of ability to negotiate and persuade others.
- The ability to work under pressure on multiple projects within your project timeframes.
- A passion for creating solutions in an entrepreneurial manner with a positive attitude to change.
- Excellent analytical skills and an informed, evidence-based approach.
- A strong interest in business and business development.
- An excellent understanding of information technology including prior diary management experience.
- Experience of taking and proactively dealing with messages from others.

Desirable Requirements:

- Prior experience of training others in relation to data analysis.
- Notetaking experience to support meetings.
- Prior experience in a charitable organisation.
- Short hand or speedwriting.

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Capturing data for the retail department in order for informed commercial decisions to be made.
- Working with stakeholders to understand and investigate data trends relating to the retail function and come up with recommendations for improvement.
- Consider the opportunities and potential risks attached to any suggestions put forward based on your analysis.
- Communicate the benefits of your recommendations across departments and help to address any uncertainty and concerns using persuasive and negotiation skills.
- Produce written documentation including the taking of notes at meetings where required to support your work, report on your findings and to present to stakeholders when necessary;
- Ensure plans are made and processes are created to evaluate the impact of the changes made, including taking responsibility for overseeing and reporting on this evaluation.
- Managing the Senior Retail Manager's diary to ensure their objectives are met.
- Taking messages and responding to these where applicable on behalf of the Senior Retail Manager.
- Creating communication on behalf of the Senior Retail Manager as needed.
- Support the shopfloor at peak times.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

Notes:

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

Our Values:

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

Interested?

Find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what current employees say by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply:

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to peopleteam@newlifecharity.co.uk or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

Other Info:

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

