

VACANCY Sales Assistant

Department: Sales

Reports to: Sales Manager

Direct Reports: None

Designation: Permanent - Non Post Holder (7)

Salary: National Minimum Wage

Benefits / Equipment: 28 days holiday pro rata for part time employees
Access to Newlife Pension Scheme
Staff discount from 12 weeks
Health Cash Plan at level 1 upon completion of three years' service
Lanyard

Hours: Saturday 11am to 3pm– (including evenings and weekends with flexibility to work cover shifts)

About Newlife:

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

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

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Funding child health research
- Taking action to campaign for change
- Operating a 'training into work' opportunity for disabled adults
- Protecting the environment

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

Post Summary:

Working in one of Newlife's busy retail stores this post offers you the chance to be part of a rewarding not for profit organisation that helps to change the lives of children and families across the UK.

This role would suit someone with previous experience in a retail or customer service environment who can work as part of a team to provide an enjoyable customer experience to all those visiting one of Newlife's stores.

Lead by the Sales Manager, you will provide 'Premier' customer service standards to all customers ensuring they are made to feel welcome and assisted during their visit. You will use our tills and handle cash to process sales transactions, replenish stock and work as part of the team to ensure the store is attractive and presentable to our customers.

We are looking for someone who is confident with great communication skills that can provide excellent customer service and who has good numeracy and literacy skills and basic IT skills. In addition, you will

need to be reliable and flexible in order to provide extra hours above your contracted hours; excellent availability outside your normal working hours is essential for this role.

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:

- Previous retail or customer service experience
- Excellent communication skills with the confidence to talk to and approach customers
- Experience of working on a till and cash handling (training on our till system will be provided)
- Reliable and flexible in your approach to work additional hours in line with operational needs.
- Good numeracy and literacy skills.

Desirable Requirements:

- Experience in a fashion / clothing retail environment (for posts at the Newlife Superstore, Newlife Uttoxeter, Newlife Market Drayton, Newlife Market Place and Newlife Heanor).
- Experience in a homeware retail environment (for post located at our Newlife at Home store and Newlife Market Place).

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Handling customer enquiries efficiently, friendly and professionally on all areas of the sales floor.
- Re-stocking, re-hanging and returning items to correct zones.
- Engaging with customers in a polite friendly and professional manner at all times to enhance their shopping experience.
- Creating a happy and friendly atmosphere so that customers want to return.
- Ensuring that merchandise is displayed to the required standard and is tidy, presentable and free from clutter so that customers can view items easily and without obstruction
- Ensuring that at the front of each display unit items are presented in a visually attractive fashion, and that all accessories (i.e. belts, zips, buttons are secured appropriately.
- Replenishing designated zones in an efficient and timely manner.
- Ensuring that all customers are offered a bag in which to place purchases on arrival or when shopping within your designated zone.
- Ensuring that all customers are aware of any potential offers or promotions when visiting the store.
- Processing customer purchases swiftly, efficiently and without undue delay.
- Accurately keying and processing values and discounts when on the till point, and ensuring the customer payment method is accurately processed.
- Creating and renewing customer membership cards using the membership database (Cannock Superstore only).
- Being diligent when examining items to prevent fraud, theft and price tampering and checking inside items for purchase to ensure no undisclosed items have been hidden inside.
- Being vigilant and aware of suspicious incidences or behavior and reporting /responding to all risks

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 the 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 or by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, via email to peopleteam@newlifecharity.co.uk or via the 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 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

