

## VACANCY Sales Assistant

|                   |   |                       |                                    |
|-------------------|---|-----------------------|------------------------------------|
| <b>Department</b> | Sales   | <b>Reporting to</b>   | Sales Manager                      |
| <b>Salary</b>     | National Minimum Wage   | <b>Direct Reports</b> | None                               |
| <b>Hours</b>      | Part time hours –<br>Thursday and Friday<br>8.30am - 5.45pm   | <b>Designation</b>    | Permanent - Non Post Holder<br>(7) |
| <b>Benefits</b>   | <ul style="list-style-type: none"> <li>➤ 28 days holiday pro rata for part time employees</li> <li>➤ Access to Newlife Pension Scheme</li> <li>➤ Staff discount from 12 weeks</li> <li>➤ Access to Childcare Voucher Scheme</li> <li>➤ Health Cash Plan at level 1 upon completion of three years' service</li> </ul> |                       |                                    |
| <b>Conditions</b> | <ul style="list-style-type: none"> <li>➤ Essential criteria must be met</li> <li>➤ Appropriate, acceptable employment references must be supplied</li> <li>➤ Successful completion of 26 week probationary period</li> <li>➤ Post is subject to regular review in accordance with Company policy</li> </ul>           |                       |                                    |
| <b>Equipment</b>  | <ul style="list-style-type: none"> <li>➤ Lanyard/ID</li> </ul>  |                       |                                    |

### **About Newlife:**

Simply put, Newlife's mission is to change lives; to change the lives of those we so passionately serve. Newlife exists because there are an estimated 1 million disabled children in the UK today, many need help and support. We believe that disabled, terminally ill children and their families deserve to have:

- The vital equipment they depend on. Such equipment makes a real difference to the daily lives of disabled, terminally ill children and their families, giving them the quality of life they deserve. What's more we believe that disabled children should get this equipment when they need it which is why Newlife runs the UK's only emergency service. This service provides equipment to children who are in urgent need of equipment because they are unsafe, suffering needless pain or are terminally ill, often delivering across the UK within 72 hours. Newlife is now the UK's largest charity provider of this specialist equipment for disabled and terminally ill children.
- A trusted, confidential service that families can turn to. Newlife's free national helpline and online chat service is run by qualified nurses and supported by other dedicated healthcare professionals providing information and support when it is really needed.
- Real hope for the future. Newlife funds pioneering Medical Research at leading UK Hospitals and Universities, to identify anomalies in genes that cause birth defects, to find new treatments and to find new techniques which may, in the future, prevent these devastating conditions from ever occurring.

- A voice. Newlife campaigns for change to get a fairer deal for families with disabled children. Many parents feel they have an uphill battle to get the support they need. Newlife helps give them a voice on important issues to overcome isolation and seek out improvements. Newlife highlights important issues and campaigns for change at both national and local government level.

Known for our commitment, integrity, passion, creativity and compassion, Newlife is the UK's leading child health and research charity. Our vision is to ensure that children with disabilities or terminal illness and their families are fully supported, have the assistance they need, have health improved and that decision makers understand and respond to their needs.

You can find out more about Newlife the Charity for Disabled Children by visiting our website: [www.newlifecharity.co.uk](http://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. You can bring your CV into store.

### **Essential Requirements: You must have:**

- 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)
- Basic IT skills in order to use our membership database
- Excellent flexibility and availability in order to cover additional hours to those contracted, across daytime, evening and weekend shifts.
- Good numeracy and literacy skills.

### **Desirable Requirements: You could have:**

- 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.
- Any other duties as required from time to time.
- 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.

### **Applying:**

You can submit your CV via post, email or by hand to your closest store. Alternatively you can complete a Newlife application form which is available as a free download from our website, by calling The People Team or visiting the Superstore in Cannock.

### **Equal Opportunities:**

Newlife the Charity for Disabled Children is an Equal Opportunities Employer.

**Contact Details:**

**Head Office:** Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.

Tel: 01543 468888.

**Email address:** [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk)

**Web address:**

[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

**Other Info:**

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

