

VACANCY

Flexible Worker - Retail

Department:	Sales
Reports to:	Sales Manager
Designation:	Worker
Salary:	National Minimum Wage
Hours:	As per assignment offered and accepted
Holiday:	Accrued at a rate of 12.07% per hour worked

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 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. Working as Flexible Worker you will be offered work on an 'as and when' basis in support of our Retail department.

We are looking for someone who is confident and able to communicate across all levels, who is reliable and flexible, with great attention to detail and able to work as part of a team to achieve goals and targets.

The role would suit someone who has either previous experience in a retail / customer service or who has skills that are transferable to this role. Full training will be provided.

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:

- Basic numeracy and literacy skills
- Must be able to work on own initiative and follow instructions
- Excellent communication skills with the confidence to talk to and approach customers
- Ability to apply skills and knowledge to the products being handled.
- Ability to be precise and detailed in your work as accuracy is very important.
- Motivation and ability to work on your own initiative but also be able to work as part of a team
- A good work ethic, targets have to be achieved, so we can be profitable and achieve our aims.
- The ability to carry out lifting of boxes, plastic euro and other similar crates and move roll cages from time to time, you will be given training on this

Desirable Requirements:

- Previous retail or customer service experience
- Experience in a fashion / clothing retail environment

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- 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 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 aware of any potential offers or promotions when visiting the store
- Being vigilant and aware of suspicious incidences or behaviour and reporting / responding to all risks
- Processing sales through EPOS tills.

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 work will be made subject to satisfactory references being received and eligibility to work documentation provided.

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

