

## VACANCY

# Sales and Production Assistant

**Department:** Retail / Warehouse

**Reports to:** Site Manager

**Direct Reports:** None

**Designation:** Temporary – up to 6 months, possibility to extend (7)

**Salary:** National Minimum Wage

**Benefits / Equipment:** 28 days holiday pro rata, for part time employees (45 hours)  
Access to Newlife Pension Scheme  
Staff discount from 12 weeks  
Access to Childcare Voucher Scheme  
Health Cash Plan at level 1 upon completion of three years' service  
Lanyard

**Hours:** Zero hours contract

### **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](http://www.newlifecharity.co.uk)

### **Post Summary:**

Newlife is looking for Sales and Production Assistants for a brand new pop-up store based in Redcar which will retail clothing, accessories and small goods.

Working in one of Newlife's busy retail stores this post offers you the chance to be part of a rewarding 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, warehouse 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 Site Store Manager, you will support with production of stock and the shopfloor. 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 your approach to work additional hours in line with operational needs where possible.

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 EPOS 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 where possible.
- Good numeracy and literacy skills.
- Experience of stock replenishing from stockroom and deliveries.
- Ability to follow direction and instructions in a consistent manner.

### **Desirable Requirements:**

- Experience in a warehouse environment.

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

- Engaging with customers in a polite friendly and professional manner at all times to enhance their shopping experience.
- Re-stocking, re-hanging and returning items to correct zones.
- Replenishing designated zones in an efficient and timely manner.
- Use of EPOS tills.
- 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.
- Excellent communication skills.
- Loading and unloading of deliveries.
- Remove branding on items in line with donor requirements and ensuring accuracy.
- Price items in line with direction given.
- 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.

### **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](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what the current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://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](mailto: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

