



Retail Sales Assistant – Outdoor Sundries

Part-time 20 hours per week across 3 weekdays 8.30am-12.30pm and 1 day at the weekend 8.30am to 5 pm Saturday or Sunday 9.30am to 4pm – some flexibility around working hours

Outdoor Sundries is our department selling products to help our customers create beautiful gardens. Includes pots, garden statues & sculptures, water features, trellis and plant supports, bulbs and compost. Our compost is sold via our Compost Drive Thru, which is situated in our car park. Our other products are sold outdoors or under canopies beside our Plant Area. From September to December, some of this team also help in our Christmas Shop.

We are looking for cheerful individuals with proven retail experience who can take responsibility for specific product areas; driving sales and delivering excellent customer service.

Key duties

- Take responsibility for product areas within the outdoor sundries department. Tasks will include stocking up, cleanliness and driving sales through excellent customer service
- Working at our compost drive thru on a rota basis
- Working in a variety of environments including outside
- Work closely with display merchandiser and manager to create eye-catching displays and stock up around product groups and seasonal hooks e.g. Christmas, Easter
- Delivering excellent customer service, confidently answering customer queries face to face and on the telephone
- Operating the till system (EPOS – electronic point of sale), processing cash and card payments
- Labeling and pricing
- Maintaining stock levels in selling areas and merchandising
- Helping customers with enquiries, finding products etc.
- Being friendly, polite and helpful to customers at all times
- Ensuring health and safety duties are met
- Taking customer orders
- Annual stock take and on-going stock maintenance e.g. theft prevention, breakages, returns

This is not an exhaustive list and you are required to be flexible in your approach to carrying out your duties.

Your capabilities

- You have good verbal communication skills, and are confident in dealing with members of the public
- You are able to follow instructions from your manager, and can work on your own initiative

Requirements

- **Experience of working in a retail environment is essential**
- Knowledge of standard retail procedures such as merchandising and stocking up, customer service, cleanliness and health & safety is essential

- You'll need to work three week days, plus a weekend day
- You'll need to work most bank holidays, but will be given a day's holiday in lieu
- Ability to lift and carry e.g. stocking up, lifting objects to scan in at the till
- Good communication and customer service skills essential
- Good standard of English and Maths
- Smart appearance

Working with

- Report into the Outdoor Sundries Manager
- Work closely with other Assistants in the Retail areas, Shopfloor Manager and the Visual Merchandisers
- Occasionally work with other managers and office staff

Rewards and Benefits

In addition to your hourly rate, you will receive the following benefits:

- **Discount** – From the start of your employment you will receive 10% discount on specific items. Following a successful probation period, the discount increases up to 20% discount on specific items and after one year's service up to 40% discount on specific items. (some exceptions apply)
- **Paid holiday** – holiday entitlement is 22 days per year, plus bank holidays. Restrictions apply (part-time pro rata)
- **Annual Christmas bonus**
- **Part-uniform provided**
- **Employee Assistant Programme** – a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training & development**, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers
- **Company sick pay** – following a successful probation period employees are entitled to 10 days paid sickness (part-time pro rata & subject to restrictions)
- **Access to our Retail Discount Scheme** – savings on retailers including Tesco, Pizza Express, M&S, Waitrose, Argos, Apple, Currys PC World, Thomas Cook and 100's more
- **Workplace pension**
- **Free parking**