Job Title:	Retail Assistant & Chandler	**Reports To:**	Business Owners
Location:	Alnwick	**Travel:**	If Required
Salary:	In line with National Living Wage	**Position Type:**	Part Time – 16 hours per week
Contact:	Emily Pringle	**Date Posted:**	27th May 2020
Will Train Applicant(s):	Full Training Given	**Posting Expires:**	7th June 2020
External Posting URL:	www.notesofnorthumberland.co.uk/careers		

Applications via CV to:

EMAIL	**MAIL:**
info@notesofnorthumberland.co.uk Subject Line: Retail Assistant Application	Notes of Northumberland Ltd 3 Fenkle Street Alnwick NE66 1HW

Job Description

ROLE AND RESPONSIBILITIES

We are looking for somebody with a flexible 'can-do' attitude and excellent customer service skills to join our small team as our business grows. This is a unique and diverse role and will suit energetic and dynamic candidates looking to develop new skills.

The role includes but is not limited to:

- Delivering an exceptional level of customer service face to face, over the telephone and to online customers.
- Operate the till and accept payments by cash, credit and debit card.
- Stock and merchandise the retail space creatively and in line with company standards.
- Pour candles, home fragrance and cosmetic products with outstanding attention to detail ensuring recipes and methods are meticulously followed.
- Provide demonstrations of the manufacturing process to customers.
- Package products carefully and in line with company standards.
- Assist with unloading and deliveries of stock.
- Make sure the premises, in particular customer facing areas, are kept clean and tidy.
- Prepare online orders for dispatch.
- Cashing up and till management.
- Be an ambassador for our business.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

We require applicants to have at least 5 GCSE's A*/9 to C/4 or equivalent including Maths and English.

PREFERRED SKILLS

- First class customer service skills and the ability to increase sales through upselling.
- Outstanding communication and listening skills.
- Ability to work as a team and lend a hand in any area of the business as and when required.
- Ability to follow instructions and recipes exactly with meticulous attention to detail.
- A creative flair and ability to produce products that meet the high standards associated with our brand.
- Ability to be flexible and work shifts that support our hours of business, including weekends and public holidays.

WHAT YOU'LL GET

- A salary that meets the National Living Wage.
- Option to join a workplace pension.
- 5.6 weeks paid holiday.
- Full training in both product manufacturing and the shop floor.
- 20% Discount on all products.
- Opportunity to develop your career and take on new challenges as the business grows.

Last Updated By:	Emily Pringle	Date:	27th May 2020