**JOB DESCRIPTION**

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| **Job Title** | Dippy on Tour Retail Assistant  |
| **Job Reference Number** | L1978 |
| **Closing Date** | 29 November 2019 |
| **Interview Date** | w/c 9 December 2019 |
| **Location** | Number One Riverside and Touchstones |
| **Pay Band** | Band 2, £8.25 - £8.68 per hour |
| **Hours of Work** | Casual and Part Time Hours Available |
| **Accountable To** | Dippy on Tour Retail Supervisor |
| **Accountable For** | Not Applicable |
| **Special Conditions** | The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role. |

1. **PURPOSE AND OBJECTIVES OF THE JOB**

The purpose of the job is to provide a professional, efficient and high quality service to customers of Link4Life. This includes greeting visitors to the Dippy on Tour shops at Touchstones and Number One Riverside, offering them help and advice with their purchases, ensuring stock is correctly priced and the shops displays are maintained to a high standard at all times.

1. **PRINCIPAL DUTIES AND RESPONSIBILITIES**
2. To accurately process transactions through the till and pack purchases appropriately;
3. To be visible on the shop floor and actively engage with customers, deal with enquiries and complaints in a calm, professional manner and process refunds where appropriate;
4. To have a strong product knowledge and demonstrate a passion for the products along with demonstrating excellent selling skills and meeting sales targets with an understanding of KPIs;
5. To maintain the accuracy of the EPOS System by ensuring that deliveries and stock movement is correctly processed;
6. To ensure stock is correctly priced and coded and when scanned at point of sale prices are correct and entered correctly on the EPOS System;
7. To process deliveries ensuring that stock is safely and neatly stored;
8. To ensure that all cash handling procedures are strictly adhered to, ensuring attention to detail at all times;
9. To ensure all retail spaces are kept clean, well-stocked and merchandised to the highest standards at all times;
10. To work on a flexible rota pattern which includes regular weekend and bank holidays;
11. To undertake other such duties and responsibilities of an equivalent nature as may be determined by Line Manager including providing cover as necessary in the absence of staff;
12. To work at other Link4Life venues as required to which advance notice and training will be provided if required;
13. To wear the Link4Life issued uniform and ID badge at all times and to ensure the uniform is kept presentable.
14. **SECONDARY DUTIES AND RESPONSIBILITIES**
15. Data Quality - To ensure that Link4Life policy and procedures in respect of Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
16. Equality & Diversity - To work in accordance with Link4Life policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
17. Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder’s actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company’s health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
18. Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
19. Relationships - To promote positive working relationships with all internal and external parties.
20. Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

**PERSON SPECIFICATION**

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| **Job Title** | Dippy on Tour Retail Assistant |
| **Job Reference Number** | L19XX |

**Note to Applicants**

The **Essential** criteria are the qualifications, experience, skills or knowledge you *must show you have* to be considered for the job.

The **Desirable** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **How Identified** column says Application Form you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.

| **Qualifications and Experience** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Qualified to GCSE Grade C or above in Maths and English | Essential | Application Form / Interview |
| Experience of working in the retail sector or a customer focussed environment | Essential | Application form/ Interview |
| Experience of delivering excellent customer service | Essential | Application form/ Interview |
| Qualified to Level 2 or equivalent in Retail, Customer Care or similar subject | Desirable | Application Form |
| Hold Emergency First Aid at Work Certificate or demonstrate commitment and ability to achieve | Desirable | Application Form |

| **Skills and Knowledge** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Ability to develop positive relationships with stakeholders, partners and members of the public | Essential | Application Form / Interview |
| Friendly, outgoing person who likes to work with different clients | Essential | Application Form / Interview |
| Ability to follow laid down procedures, work under pressure and without constant supervision whilst achieving KPIs | Essential | Application Form / Interview |
| Ability to work within a team with common objectives | Essential | Application Form / Interview |
| Ability to handle and reconcile cash | Essential | Application Form / Interview |
| Excellent knowledge of EPOS Systems | Essential | Application Form / Interview |
| Knowledge of stock control procedures | Essential | Application Form / Interview |
| Good level of numeracy / literacy skills  | Essential | Application Form / Interview |
| Excellent communication; both oral and written and excellent interpersonal skills | Essential | Application Form / Interview |
| Excellent IT skills (Word, Excel, Outlook) | Essential | Application Form / Interview |
| Excellent time management skills | Essential | Application Form / Interview |

| **Special Working Conditions** | **Essential / Desirable** | **How Identified** |
| --- | --- | --- |
| Able to work flexibly including evenings, weekends and Bank Holidays | Essential | Application Form / Interview |
| Demonstrate commitment to Link4Life Values of PRIDE | Essential | Application Form / Interview |
| High standards of personal presentation and appearance | Essential | Interview |
| Full UK driving licence | Desirable | Application Form |

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| --- | --- |
| **Post Holder Name** |  |
| **Post Holder Signature** |  |
| **Date** |  |

Version: October 2019

Completed By: Dippy Retail Manager