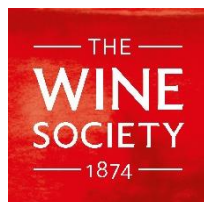


SEASONAL MEMBER SERVICES ADVISERS

CANDIDATE INFORMATION

CONTENTS:

- Advert
- Information about the role
- Employee benefits
- How to apply



Help us share the joy of good wine this Christmas!

- **We're looking for Member Services Advisers**
- **Comprehensive training provided**
- **Help our members with all their festive wine needs and queries**

Christmas is the most exciting time of year at The Wine Society, as we busy ourselves sending out festive treats, hampers and gifts to our members all over the UK.

That's where we need you!

We're looking for passionate, committed Member Services Advisers to help us deliver fantastic customer service to our members over Christmas.

Maybe you've worked in the wine trade before, or have experience in customer service? If so, if you've got a great phone manner and excellent keyboard skills, we'd love to hear from you.

From handling incoming calls to dealing with member enquiries, this is a varied and challenging role, where you'll work as part of a close-knit, friendly team. We'll provide a week-long intensive training programme and give you all the support you'll need.

For more information and details of how to apply, please visit our job page at www.thewinesociety.com/jobs-at-the-society

INFORMATION ABOUT THE ROLE



Introduction

Our current team consists of approximately 50 people; and we almost double these numbers during our peak Christmas period. We are seeking people who will integrate well into our team; it is a very friendly, supportive and hard-working environment.

As it is our busiest time of the year, we need you to be able to commit to the full period of the contract. Holiday will be accrued during the contract and be paid at the end of the contract, not taken during it.

The role

You will be the first point of contact for all inbound calls from The Society's members and potential new members and work alongside permanent Experienced and Senior Advisers who will be there to support you. You will be expected to provide a consistently high level of customer care in an efficient, accurate and helpful manner. In addition to this you may also be required to handle incoming emails from our members or make some outbound, courtesy service calls.

We have very high service standards here and are therefore looking to employ people who appreciate these values and how we achieve this.

Training

Full training will be given before you join the teams; this will be held in-house by our training team. **Training hours will be 9.00am until 5.00pm, including an unpaid lunch break of one hour and run for five days from Wednesday to Tuesday.** We will also require those who are working part-time hours to attend training during the hours listed above.

Working Hours

Seasonal Advisers are required to work on site at our Stevenage offices on Gunnels Wood Road. There isn't an opportunity to work from home.

Full time hours: Once training is over you will be contracted to work 37.5 hours per week. Our normal week is 9.00am until 6.00pm Monday to Fridays and 9.00am until 5.00pm on Saturdays. Our opening hours will change in December when we may remain open until 8.00pm weekdays and 11.00am until 5.00pm on Sundays.

Shifts are scheduled according to business needs. Monday to Saturday shifts are 7.5 hours per day with a half hour lunch break and 6 hours on a Sunday.

You will be given details of your shifts **at least TWO weeks in advance**. If necessary, shifts can be swapped with other temporary seasonal advisers.

We have the following part-time opportunities:

- Monday to Friday:
 - 9am to 2.30pm
 - 9am to 3pm
 - 9.30am to 2.30pm
 - 9.30am to 3pm
 - 10am to 2pm
 - 10am to 3pm
- Saturdays:
 - 9am to 5pm
 - 9am to 3pm

Contract Dates

There is a choice of start dates: Wednesday 18th October, Wednesday 25th October and Wednesday 1st November 2023. Contracts will finish on Saturday 23rd December 2023.

Should you be successful our HR team will confirm your start date.

Rate of Pay

The hourly rate for the job is £11.50 for all hours worked up to 37.5 each week.

Retention Bonus

A bonus of £1.00 per hour (contracted hours only) will be made to Advisers who do not have **any** time off during their contract. This will be paid in the final pay packet.

EMPLOYEE BENEFITS

At The Wine Society we are proud of our benefits package; here are some of the benefits you could enjoy as a Christmas employee:

- Holiday – pro rata to 23 days per year
- Life Assurance
- Sports & Social Club
- Car Parking – free on-site parking for seasonal Advisers at our carpark on Norton Road behind our new warehouse – see map
- Subsidised Staff Restaurant.

Further details on the above benefits can be obtained from Human Resources upon joining The Society.

future
Warehouse 6
Planning permission identified
March 2016

CAR
PARK

Area schedule

W1	Warehouse 1	1870-1970
W2	Warehouse 2	1889-1989
W3	Warehouse 3	2001-2007
W4	Warehouse 4	2008-2016
W5	Warehouse 5	2017-2017
W6	Warehouse 6	2016-2016
W7	Warehouse 7	2016-2016
W8	Warehouse 8	2016-2016
W9	Warehouse 9	2016-2016
W10	Warehouse 10	2016-2016
W11	Warehouse 11	2016-2016
W12	Warehouse 12	2016-2016
W13	Warehouse 13	2016-2016
W14	Warehouse 14	2016-2016
W15	Warehouse 15	2016-2016
W16	Warehouse 16	2016-2016
W17	Warehouse 17	2016-2016
W18	Warehouse 18	2016-2016
W19	Warehouse 19	2016-2016
W20	Warehouse 20	2016-2016
W21	Warehouse 21	2016-2016
W22	Warehouse 22	2016-2016
W23	Warehouse 23	2016-2016
W24	Warehouse 24	2016-2016
W25	Warehouse 25	2016-2016
W26	Warehouse 26	2016-2016
W27	Warehouse 27	2016-2016
W28	Warehouse 28	2016-2016
W29	Warehouse 29	2016-2016
W30	Warehouse 30	2016-2016
W31	Warehouse 31	2016-2016
W32	Warehouse 32	2016-2016
W33	Warehouse 33	2016-2016
W34	Warehouse 34	2016-2016
W35	Warehouse 35	2016-2016
W36	Warehouse 36	2016-2016
W37	Warehouse 37	2016-2016
W38	Warehouse 38	2016-2016
W39	Warehouse 39	2016-2016
W40	Warehouse 40	2016-2016
W41	Warehouse 41	2016-2016
W42	Warehouse 42	2016-2016
W43	Warehouse 43	2016-2016
W44	Warehouse 44	2016-2016
W45	Warehouse 45	2016-2016
W46	Warehouse 46	2016-2016
W47	Warehouse 47	2016-2016
W48	Warehouse 48	2016-2016
W49	Warehouse 49	2016-2016
W50	Warehouse 50	2016-2016

Warehouse 5
Construction expected to start approx 2017

Offices
At upper levels

Warehouse 2
Opened 1889
See moving lift case files
with book logs over below

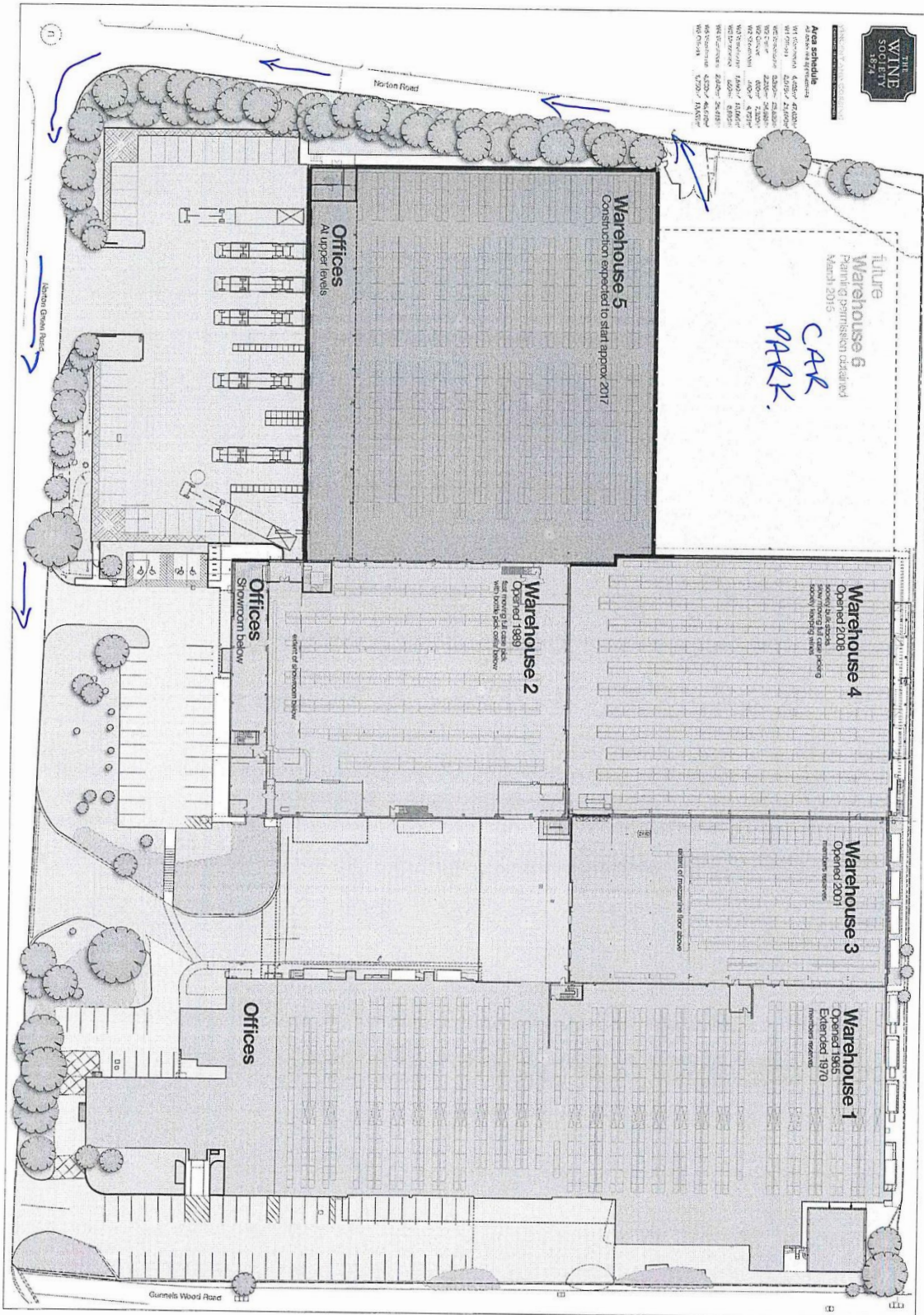
Offices
Showroom below

Warehouse 4
Opened 2008
See moving lift case files
showing lift case picking
society meeting notes

Warehouse 3
Opened 2001
See moving lift case files
showing lift case picking
society meeting notes

Warehouse 1
Opened 1865
Extended 1970
See moving lift case files
showing lift case picking
society meeting notes

Offices



HOW TO APPLY

Please apply by submitting a CV, together with a covering letter telling us why you are suitable for one of the positions.

As part of any recruitment process, the Wine Society collects and processes personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. For full details, please see our Job applicant privacy notice that can be found on our website on the page entitled "Jobs at The Society". If you would prefer to receive the document in an alternative format, please contact the Human Resources team who will arrange this for you.

Applications should be emailed to recruitment@thewinesociety.com