

SHOWROOM ASSISTANT

CANDIDATE INFORMATION

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ADVERT TEXT

SHOWROOM ASSISTANT

PERMANENT, PART TIME (24½ HOURS PER WEEK)

Based within our Showroom team and reporting directly to the Showroom Team Leader, you will be responsible for:

- Greeting members as they enter the Showroom, serving, collating and locating their orders
- Ensuring all transfers from warehouse are completed onto our system
- Merchandising goods in an attractive and appealing way
- Undertaking weekly stock takes of the showroom
- Giving confident advice to our members
- Cashing up and ensuring the till balances at the end of each day

Candidates must have:

- Excellent customer service skills
- Excellent wine knowledge (WSET L3 minimum)
- The need for accuracy – good attention to detail
- Strong interpersonal skills – both written and verbal
- The ability to lift cases of wine

THE WINE SOCIETY

JOB DESCRIPTION

Job title: Showroom Assistant

Department: Showroom

Reports to: Lisa Fletcher

Job purpose:

To act as part of the showroom team in respect of all general duties but specifically to serve and greet members with a world class service.

Main duties:

- Responsible for greeting members as they enter the Showroom
- Responsible for serving members, collating and locating their orders, and completing/filing the paperwork.
- Ensuring all transfers from warehouse are completed onto our system
- To be self-motivated, numerate and be able to process orders by being able to manage the sales order system using the internal computer system
- Merchandise goods in an attractive and appealing way
- Undertake weekly stock takes of the showroom
- Be able to give advice confidently to our members
- To be confident when dealing with all types of payment
- Responsible for cashing up and ensuring the till balances at the end of each day

Other Duties:

- Arranging couriers for replacement orders for member services
- Changing collections to deliveries, relabelling and taking to the relevant distribution area
- Responding to emails and enquiries from other departments

- Updating the contact logs processing, credit notes and RMA's
- Holding wine training sessions within the department at the weekly meeting
- Holding wedding tastings for members from start to finish so including all the preparation beforehand
- Responsible for an area in the Showroom, keeping it stocked and aware of any dead items
- Help unload stock cases from pallets either for the shelves or members collections
- Selecting wines, producing notes, cleaning and reloading the enomatic machines
- Attend as many wine training sessions as possible in order to help gain confidence when giving advice or holding a tasting
- Organise a monthly tasting in the showroom from start to finish
- Merchandising of offers in the showroom including producing display signs so need to be word computer literate
- Responsible for cashing up and ensuring the till balances at the end of each day
- Responsible for opening and closing the showroom at certain times
- Responsible for any other duties as directed by the Showroom Manager or Deputy

Health and Safety:

All employees have a responsibility to carry out their work in a safe manner, reporting any incidents or problems to their Team Leader or Manager and taking all reasonable steps to minimise risk to both self and others.

Variation:

The Society reserves the right to make reasonable variations or amendments to the duties and responsibilities of the post holder at any time according to the needs of the business.

PERSON SPECIFICATION

Job Title	Showroom Assistant
Department	Showroom

Attribute	Essential or Desirable	Assessment Method:				
		CV = Curriculum vitae	T = Test	I = Interview	PP = Personality profile	O = Other
Experience	E/D	CV	T	I	PP	O
1. Excellent customer service skills	E	x				
2. Good experience of working in a retail environment	D	x				
3. Proficient experience of organising an event	D	x		x		
4. Capable of prioritising	E			x		
5. Ability to problem solve	D			x		
Knowledge & Skills						
6. Excellent wine knowledge	E	x		x		
7. The need for accuracy; good attention to detail	E		x	x		
8. Good working knowledge of Microsoft Office	D	x				
9. Dealing with money /credit cards	D	x				
10. Strong interpersonal skills; written and verbal	E	X		x		
Qualifications						
11. WSET Level 3 essential, Diploma (L4) desirable	E/D	x				
12. Merchandising qualification	D	x				
Personal Attributes (attitude)						
13. Able to work within a team working	E	x		x		
14. Ability to be self-motivated	E					x
15. Flexible	E					x
Personal Qualities (physical)						
16. Ability to lift cases of wine	E			x		
17. Ability to give extra hours when needed	D			x		
18. Ability to visit other competitor stores for ideas	D			x		
Other						
19. Calm and Approachable	E			x		x

EMPLOYEE BENEFITS

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

Holiday

Holiday entitlement varies according to length of continuous service starting at 23 days and rising to 30 days per annum.

You are also entitled to paid leave for Bank and Public Holidays.

Holiday Purchase Scheme

Employees may purchase up to two additional weeks of annual leave each year.

Pension Plan

We operate a Pension Plan to which both the employee and The Society contribute. These contributions are invested by external investment managers to create a fund for retirement.

Life Assurance

Life assurance is effective from the start of employment at the rate of four times salary.

Private Medical Insurance Scheme

All our employees are offered the protection of a private health insurance scheme currently operated by BUPA. It is 'free' to employees (although it is a taxable benefit) and you are able to include your partner and/or children at a discounted rate.

Permanent Health Insurance

This scheme is designed to provide the security of a continuing income if sickness or injury results in long-term absence.

Staff Discount

Employees are eligible to enjoy staff discount immediately upon joining.

Simply Health (formerly HSA)

Employees may contribute weekly or monthly to buy health benefits (e.g. optical, dental and maternity treatment).

Company Sick Pay

A comprehensive scheme; entitlements are linked to length of service.

Staff Interest Free Loan Scheme

The loan scheme is intended to allow staff to borrow money for expenditure that would not be classified as part of a regular household budget.

Sports & Social Club

The Social Club is run on a voluntary basis by employees for employees.

Car Parking

Free on-site parking in Stevenage.

Staff Restaurant

Complete with TV and games area.

Health

Regular health checks and annual flu vaccinations are available to all employees.

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

How to Apply

Applicants should be aware that this is a part time position working an average of 24½ hours per week – Monday, Tuesday and Friday 11.00am to 6.00pm and every other Saturday 9.00am to 5.00pm.

Please submit a comprehensive CV, detailing your most significant achievements, together with a covering letter that addresses the criteria in the Person Specification. You should also include details of your current salary package and notice period.

Applications may either be emailed to Andrea Harkness at: harknessa@thewinesociety.com or posted to: Andrea Harkness, Human Resources Adviser, The Wine Society, Gunnels Wood Road, Stevenage, Hertfordshire, SG1 2BT

Please do let us know in your application if there are any dates you are unavailable for interview.

Closing Date: 12 noon on Monday 25th February 2019

Data Protection

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.