



Job Application Pack:

Reference Number: 039RSSA

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Applications and enquiries to:

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Responsible, motivated and conscientious Sales Assistant required.

RE:SOURCE, the innovative furniture reuse centre in Bodmin is looking for an enthusiastic Sales Assistant to work front of house in our retail outlet on Sundays.

We are looking for an individual with great customer service skills, the ability to achieve sales targets, work within and lead a team. In return you will get to work with a varied team as part of an innovative social enterprise committed to making a positive difference to the local environment and community.

JOB DESCRIPTION

Job Title Sales Assistant

Grade / salary: £6.50 per hour (equates to £12,675 per annum pro rata)

Benefits

- 25 days annual leave plus bank holidays (pro rata)
- Invitation to company pension scheme following successful probation period.
- Staff discount on many products from our retail outlet.

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Location: Bodmin

Working hours: 6.5 hours per week

Working Patterns: Sundays

Contract Term: Permanent

Responsible to: Sales and Customer Services Team Leader

Responsible for: All retail operations in the absence of Deputy or Team Leader. Supporting and leading the weekend sales team in delivering excellent customer service and achieving sales in line with targets. Opening and closing up of the site.

Key tasks will include:

- Selling products and services at RE:SOURCE to achieve targets
- Arranging deliveries
- Handling sales transactions
- Card and Cash handling and end of day till cashing procedures
- Sunday opening and closing up of the site
- Taking overall responsibility for the sales floor in the absence of senior staff

- Assisting (as appropriate) in coaching and developing volunteers, trainees and apprentices
- Ensuring stock in showroom remains well presented and correctly described

Please note Furniture and white goods can be bulky and heavy items so please be aware that there is a physical aspect to the job.

Person Specification

Please note that a condition of employment for this position will be a satisfactory enhanced CRB (Criminal Records Bureau) check.

| | Essentials | Desirables |
|------------------------|--|--|
| Qualifications: | | GCSE or equivalent Maths grade C or above. |
| Knowledge | Can demonstrate an understanding of Customer Service and its impact on the business. | Working knowledge of domestic white goods Interest in environmental issues |
| Skills | Can give examples of promoting excellent customer service Can demonstrate how to communicate effectively with customers Can show that you can achieve set targets Can demonstrate the ability to confidently and effectively manage staff and volunteers Can demonstrate excellent manual handling and have capacity to move heavy / bulky appliances. | Merchandising experience with a high street retailer |
| Experience | Can demonstrate how you have achieved tasks or targets in a previous role Can demonstrate experience of accurately processing sales transactions, end of day procedures and reporting to management Of assisting and dealing with the public in a retail setting | Selling second hand products, white goods or furniture Of successfully supervising people in a retail environment Of leading, managing and coaching people |

Competencies:

- ***Initiative***

The ability to take appropriate action without having to be instructed, but taking advice where necessary.

- ***Supporting others***

The ability to work closely with colleagues, responding positively to direct requests, anticipating work levels, assisting line management to deliver work on time and to a high level.

- ***Planning***

The ability to plan and deliver work effectively in accordance with project timetables and work programmes.

- ***Communication***

Personable yet professional at all times. The ability to deal with people at all levels and with varying issues. A good telephone manner.

- ***Time management***

The ability to manage a varied and full workload with competing priorities.

Any other reasonable duties as may be assigned that is consistent with the nature of the job and its level of responsibility also forms part of this job description. This job description is not prescriptive; it merely outlines the key tasks and responsibilities of the post. The key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder.

ReZolve Vision

ReZolve is a not for profit organisation set up in 1997 to develop innovative projects that contribute to sustainability by reducing, reusing and recycling Cornwall’s waste. We recognise that waste is a valuable resource but also an energy issue which directly contributes to climate change. Through our work we therefore attempt to help businesses, communities and individuals reduce their carbon footprint by tackling waste and material resource use. Our aim is to:

“Maximise resource efficiency in Cornwall and beyond, leading the way towards ‘Zero Waste’ and long term sustainability”

In trying to achieve this we recognise the contribution people and communities make to our aims. We therefore strive to engage the community in a number of ways:

- By employing local people
- By increasing awareness of environmental issues in our communities
- By offering training and volunteering opportunities to help people back into work that also support our waste activities
- By supporting disadvantaged families by providing advice and support, low cost refurbished and reused products and access to more sustainable lifestyles
- By working with communities and partners to create sustainable social enterprises that promote resource efficiency

We believe Cornwall’s economy and environment are intrinsically linked and everything we do should contribute to a sustainable economy through the adoption of a social enterprise model where sustainability is at the centre.

ReZolve currently manages a range of projects which address the company’s aims.



A furniture and appliance reuse centre that reuses unwanted items simultaneously providing local people with opportunities to gain new skills and experience through volunteering and training programmes. Sales of affordable furniture and appliances contribute to the local economy and the longer term sustainability of the project.



CornishRealNappyProject

The Cornish Real Nappy Project promotes the use of washable or real nappies; it aims to raise awareness of the benefits, types and modern styles as well as provide independent information on how to use and where to buy. The project addresses disadvantage, reduces waste to landfill and raises awareness of wider environmental issues. CRNP delivers its services through a committed volunteer network who provide unique access to our support services.



Go Real, the Real Nappy Information Service exists to promote the use of washable or reusable nappies; it aims to raise awareness of the benefits, types, modern styles, and how to use; advocating a range of advice and choices. Go Real is eager to promote well informed, independent choices and accepts the family’s, parent’s and carers’ right to choose a nappy system, level of use and care that best fits their individual situation and circumstances.



Working with Environment, Community Energy Plus and the Cornwall Learning Partnership, we are coordinating an LSC funded project to address skill shortages in the Environmental Technology sector whilst providing an online network, resources and support service.



ReZolve Skills is a unique training provider delivering services to hard to reach groups, communities and businesses.. Through the RE:SOURCE centre and other ReZolve projects ReZolve Skills provides many work based training and volunteering opportunities to help individuals back into work. Bespoke courses are also being developed through our Open College Network status which will allow clients to get nationally recognised qualifications.