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| **Kickstart Scheme jobs template** |

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| **Kickstart Scheme Application ID** | **KS3944376C** |
| **Job vacancy title** | Assistant |
| **Company name** | Head Scarf Shop |
| **Company postcode** | LU4 8HZ |

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| **Job summary** |
| We are looking for a competitive retail Sales Assistant to help customers identify and purchase products they desire. Sales  Assistant duties include selling, restocking and merchandising. The goal is to provide high class customer service and to increase  company’s growth and revenue through sales maximisation.  Responsibilities   Ensure high levels of customer satisfaction through excellent sales service   Maintain outstanding store condition and visual merchandising standards   Assist in restocking merchandise   Ascertain customers’ needs and wants   Recommend and display items that match customer needs   Welcome and greet customers   Manage point-of-sale processes   Actively involve in the receiving of new shipments   Keep up to date with product information   Accurately describe product features |

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| **Essential skills, experience and qualifications** |
| Requirements   Basic understanding of sales principles and customer service practices   Proficiency in English   Multi lingual (advantageous)   Solid communication and interpersonal skills   Customer service focus   Friendly, helpful, confident and engaging personality   Basic administration skills   Trustworthy and reliable |

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| **Hours per week** | **25** |
| **Working pattern** | 5 hours per day (Mon-Fri) 25 hours p/w) |
| **Hourly rate of pay** | NMW |

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| **Employability support** |
| **Training provided by Impactful Governance – CIC (Kickstart Gateway)**  **Month one of appointment:** Work preparation for *this* role  Week 1 – session 1 Work Readiness Welcome to your new role   * Working in different sectors * Organisation types * Achievement   Week 1 – session 2 Structures of organisations Expectations of the role   * What employers need. * Structures and reporting * Leadership models * Research on how we work * Team work and individual roles   Week 2 – session 3 Applying yourself The wider community and your role in it   * Emotional rewards or work * Team roles * Empathy in the workplace * Interview skills * Behaviours   Week 2 – session 4 Communications Communication & Action Planning   * Conversation cycle * Learning styles * Voicing concerns the right way * Inclusive practices * Active listening * Action Plan   **Month five of appointment:** Preparation for the *next* job (Job readiness)  Session 5 & Session 6 Mentoring & Coaching   * Support will be offered (for example helping with writing their CV and preparing for an interview). All of all modules as outlined in the Training Agreement. Each session will be for at least one hour. Sessions are held remotely over Zoom. The participant will provide feedback during their placement and after training, and this will be acted on if needed. As part of a signed agreement, employers will allow the employee to participate in the training and where sessions are in the evening or weekend, allow Time Off in Leu (TOIL). Each employee is scheduled into training programmes, informing the employer and the employee about the time and date and begins once started in the role. |

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| **If your vacancies are in more than one location, please complete a separate row for each** | | | | | | | | | |
| **Where is this job based?** | **No of jobs at this location** | **When do you want to start advertising this job?** | **Maximum number of referrals** **you wish to receive per job** | **Is public transport available** **to this location?** | **Full address and postcode of the job location** | **Contact name, email and phone number** for this job | **Closing date for applications** | **How to apply** | **Anticipated start date** for this job |
| **Shop** | **3** | **15/11/21** | **50** | **yes** | **80 Leagrave Road, Luton, bedfordshire LU4 8HZ** | Mohammed Abdul Hamid  Tel: 07713973359  **Email:** a\_hamid80@hotmail.com | **31/12/21** | CV by email & interview appointment time to be agreed with employer by phone or by email: [info@urnsuk.com](mailto:info@urnsuk.com) | **Nov 21st** |