

Aunty Social - Sales Supervisor

Job Title	Sales Supervisor
Hourly Rate	£10.90, PAYE, paid weekly (We are an accredited Living Wage Employer. This means that our hourly rates will always be the same as or more than with the UK Real Living Wage).
Weekly Hours	22.5 hours <ul style="list-style-type: none">• This position is across three days out of seven: Thursdays, Fridays and Saturdays.• Hours: 10:30am - 6:30pm.• 30 minute lunch break
Contract Length	Fixed term: 3 months from Thursday 26 October 2023 <ul style="list-style-type: none">• Induction day (paid): w/c 23 October• Annual leave: Annual entitlement = 16.8 days, entitlement for this role = 1.4 days. <p>*Potential for contract extension into 2024, subject to end of contract review.</p>
Reports To	Aunty Social Director

Description

Aunty Social is looking to recruit an enthusiastic Sales Supervisor to join our small team.

We're offering a role that will allow you to use your own initiative, interact with art lovers and promote local talent in a fun and creative environment. You'll carry out retail and customer service activities from October 2023, selling high quality, design led products and artworks.

You'll be welcoming a variety of people into our venue and will most likely be the first person that our visitors, customers and volunteers will meet when they arrive. So it's important that you are personable and chatty and not afraid to strike up a conversation. Providing a warm welcome to all our visitors is central to what we do and a key part of our values. Please make sure that you [read about them](#) so that you have a good idea of who we are.

This role is based at our Blackpool town centre retail store, an independent shop that specialises in artworks, homeware and gift products made by artists and makers based in the North West.

About Aunty Social

Aunty Social is a community arts organisation that gives people opportunities to develop their creativity, learn new skills and connect with others through positive arty activities. We coordinate a diverse programme of arts and cultural activities designed to bring people together in a safe, supportive, gentle space.

You can find out more about us and the way that we work here: <https://auntysocial.co.uk/about>

Key duties

Retail

- Serving customers to an exemplary standard.
- Merchandising and re-stocking the shop to optimise sales.
- Maintaining the presentation of the shop floor and stock.
 - Stock preparation: cleaning, organising and pricing.
- Processing retail transactions and handling cash in accordance with procedure.

Online

- To support the online store business and serve online customers.
 - Maintaining and updating the online store
 - Fulfilling online orders
- Creating posts for social media and responding to customer queries.

Admin

- Stocktaking.
- Production of sales reports.
- Filing of supplier documents.
- Checking and accepting deliveries
- Maintaining health and safety, security and emergency systems according to company policy. This includes:
 - key holder duties such as shop opening and closing
 - Allowing entry to the meeting rooms for hot-desking freelancers and community groups..
 - Open the meeting room
 - Set out tea/coffee making kit before shop opening

Full in-house training will be given of operational procedures during the induction.

Skills

Essential	Desirable
<ul style="list-style-type: none">● Evidence of the provision of an excellent standard of visitor service and care.● Retail experience● Reliable, responsible and trustworthy.● Friendly, warm and welcoming. Good at striking up conversations.● Willingness to learn about makers and their products, ability to convey this information to potential customers in an engaging and interesting manner.● Punctual with excellent time management and organisational skills.● Proven ability to work effectively on own initiative and as part of a team.● Good IT skills● Good spoken and written English● A commitment to equal opportunities, diversity and inclusion.● Due to the potential of lone working we ask that all applicants are 18+ years old.	<ul style="list-style-type: none">● Knowledge of Lancashire artists and makers.● A keen interest in art and crafts.● A good working understanding of social media platforms namely Facebook, Twitter and Instagram.● Knowledge of digital Point of Sale systems.

How to apply

Please submit a CV and either:

- a short covering letter explaining why you would like the role and how you meet the requirements

OR

- A link to a short video explaining why you would like the role and why how you meet the requirements

Please send your application email to shop@auntysocial.co.uk