



Paul Smith

Information Pack for Applicants
For the post of Retail Sales Assistant



Job Description:

JOB DESCRIPTION

JOB TITLE: Part-time Sales Assistant (Retail)

POSITION HELD BY:

REPORT TO: (Shop Manager)
(Assistant Manager)

DEPARTMENT: Retail

1. JOB SUMMARY

To assist the management team with achieving sales targets, to assist customers with selecting items, to provide excellent customer service at all times and to build good customer relations.

2. SPECIFIC RESPONSIBILITIES

- 2.1. To assist with achieving set sales targets on a weekly basis.
- 2.2. To maintain a high level of customer service at all times.
- 2.3. To ensure that you receive and maintain a high level of product knowledge at all times.
- 2.4. To ensure that a high level of housekeeping is kept to the company's desired standard, both on and off the shop floor.
- 2.5. To have a good knowledge of the contents of the Employees' Handbook.
- 2.6. To be fully aware of the Company's Health and Safety policy.
- 2.7. To attend relevant staff training as and when required.
- 2.8. To maintain a good standard of appearance and to undertake to wear clothing allowance as provided by the company.
- 2.9. Any other related duties that are outlined from time to time by the Supervisor, Assistant Manager and Shop Manager.

PERSON SPECIFICATION:

Job Title: Retail Sales Assistant

Department: Retail - UK

CRITERIA	ESSENTIAL	DESIRABLE
Attainments / Educational Level / Qualifications	Minimum 3 GCSE passes, equivalent qualifications or practical attainment	Fashion, retail, design, art related qualification.
Experience	Previous experience in retail selling in luxury fashion stores. Experienced in providing excellent customer service.	Experience of retail selling in several luxury fashion stores.
Intelligence/ Aptitudes	Ability to work towards weekly sales shop targets. Excellent product knowledge. Ability to maintain excellent housekeeping standards.	Ability to interpret financial data. Excellent computer skills.
Interests	Passion for style, fashion & the Paul Smith brand.	Interest and knowledge of current trends in music, arts, fashion and culture.
Disposition / Personality/ Motivation	Good team member, helpful, approachable, trustworthy and reliable. Motivated.	Has initiative.
Appearance/ Physical Characteristics	Smart appearance & individual.	
Circumstances	Flexible.	Lives locally.



Guidance Notes for Applicants:

These notes are intended to guide you through Paul Smith Ltd's Recruitment & Selection procedure and help you participate in the selection process as effectively as possible. Please read these notes carefully before sending your covering letter and CV.

Job Description & Person Specification:

Enclosed in this pack you will find a Job Description and Person Specification that outline the purpose, the main duties and responsibilities of the job as well as the knowledge, skills and experience that we are looking for.

It is essential that you read the Person Specification thoroughly before forwarding your covering letter and CV so that you are able to assess and outline how your experience fits with the requirements for the post.

Covering Letter and CV:

The first stage of the Recruitment & Selection procedure is for you to forward your covering letter and CV, **stating your current annual salary**. This allows us to shortlist applicants for interview and provides a basis for the interview itself. To ensure fairness to all applicants, any decision during the initial sift is based solely on the information that you include in your covering letter and CV.

Post Applied for:

Please ensure the correct job title and reference number from the advert is on your covering letter and CV.

Eligibility to Work in the UK:

Please ensure that you give details of any restrictions that you have to work in the EU. If you are selected for interview you will be asked to provide us with proof of your eligibility to work in the UK. Under the Asylum & Immigration Act we are required as an employer to check that anyone taking up employment with us has the legal right to work in the UK.

Education & Training:

Please give details of your educational career including any qualifications that you have obtained and any further awards that you feel would help with your application. If you are selected for interview you will be required to bring with you your original certificates from your major qualifications to be copied.





Pre-employment Medical Questionnaire:

All prospective new employees are asked to complete a pre-employment medical questionnaire to ensure that the requirements of the job will not put an employee's health at risk and that the prospective employee is physically able to undertake the duties required. Disclosure of any illness\ disability will not automatically disqualify you from obtaining employment with Paul Smith Ltd. If you are selected for interview you will be required to bring your completed pre-employment medical questionnaire with you to the interview.

Employment:

Please give details of all your previous employment, beginning with your most current \ recent post. If you are successful after interview we will require 2 satisfactory references, one of which must be from your last employer. Your referees will not be contacted without your consent. Please note any gaps longer than 3 weeks in your CV in the period references are required will need to be verified by a suitable person; i.e. anyone who is eligible to endorse a passport photograph. This may mean if you have a gap in your CV you will be asked to provide up to 3 satisfactory references.

Additional Information:

This is your opportunity in your covering letter to give us information about why you have applied for this post; including experience that you feel is relevant to the main tasks and essential criteria, as outlined in the Job Description and Person Specification.

Declaration:

It is essential that you sign and date your covering letter and CV. Successful candidates may be disqualified and could be dismissed once employed if any information given in the covering letter or CV is found to be false.

Short Listing:

Short listing prior to interview will take place as soon as possible after the closing date for applications and will be carried out by the Retail Recruitment Assistant. Short listing will be based on how closely candidates have demonstrated they fit the criteria, as set out in the Job Description and Person Specification.

Interview:

Short listed candidates will be contacted by telephone or email and given details of the interview date, time, location and any special requirement. You will also receive a letter regarding the interview by post. If you are able to attend the interview you must confirm with the HR department that you wish to do so, either by telephone, email or letter.

The interview process may vary from post to post, any activities such as tests or presentations that we require you to undertake as part of the selection process will be outlined in your invitation to interview letter.



Offer of Employment:

All offers of employment are conditional on 2 satisfactory references, medical and health clearance. Gaps in the CV of longer than 3 weeks in the period where references are required will also be required to be verified by a suitable person.

Data Protection:

Information that you provide for the purpose of your application will be used as part of the Recruitment & Selection process. Any data supplied will be held securely and access restricted to those involved in dealing with your application and the Recruitment & Selection process.

Once this process is completed, the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your application will be retained and form the basis of your HR record.

All processing of personal data by Paul Smith Ltd is undertaken in accordance with the principles of the Data Protection Act, 1998.

Please return applications to the HR department before 12 noon on the closing date. We are unable to accept applications received after this time, except in extenuating circumstances.





Additional Information:

Employee Benefits:

Salary:

The agreed starting salary for this post will be discussed at the interview stage.

Pension:

After 3 months service employees are eligible to join the Company's Stakeholder Scheme. Details are provided on this by the HR department.

Hours of Work:

This is a part-time post, the specific hours of work will be discussed in your interview.

Annual Leave:

Your annual leave entitlement is 28 days, inclusive of Bank Holidays, increasing to 33 days, inclusive of Bank Holidays after 6 years service. The annual leave year commences on January 1st and new staff receive their annual leave allowance on joining the Company. **Holiday entitlement for part time staff is calculated on a pro-rata basis.**

Clothing Allowance:

This post attracts a Clothing Allowance for clothing from the Paul Smith Ltd. shops. Full-time amount is £500.00 per season, you will receive a pro rata amount of this, based on the weekly number of days and hours contracted to work.

Discount:

Employees are eligible for a discretionary discount on PSL goods.