

DEBBIE BRYAN: CREATIVE & CUSTOMER SERVICE ASSISTANT

<p>Job Placement summary</p>	<p>This is customer-facing role working in our independent gallery, creative space and tearooms. This role would suit a creative person, although training will be provided the role requests a person who has creative qualifications and this role involves hands on making and digital design work.</p> <p>The applicant should be interested in learning new skills and be committed to building their confidence and knowledge about craft, design and art. The role also involves working in our gallery and dealing with sales and booking enquires. As well as contributing to our customer engagement via social media.</p> <p>We host a range of creative classes, your role would involve, once trained</p> <ul style="list-style-type: none"> •Maintaining good housekeeping standards •Stock control and administration •Making examples for our creative classes/crafternoons/craft kits •Preparing materials and equipment for creative classes crafternoons/craft kits •Providing hospitality, customer service and creative support during creative classes/crafternoons <p>When working in our gallery, your role would involve, once trained</p> <ul style="list-style-type: none"> •Maintaining good housekeeping standards •Stock control and administration •Having good product knowledge •To assist customers when making purchases •To assist customers when making bookings
<p>Essential skills, experience and qualifications</p>	<p>To apply for this role we would like you To have</p> <ul style="list-style-type: none"> •A passion for working in the creative and retail industry •Good written skills •Good verbal communication •Good listening skills •Strong organisational skills •Excellent time keeping •A responsible and reliable attitude to work <p>To be</p> <ul style="list-style-type: none"> •A self-starter and able to work independently •Willing to learn new skills •Willing take constructive feedback •Reliable and hardworking in your role •A good team player
<p>Number of hours per week</p>	<p>25; there may be an opportunity for additional hours</p>
<p>Working pattern and contracted hours (including any shift patterns)</p>	<p>Working pattern will be up to 5-days a week between Monday-Sunday; hours may be condensed to 3-4 days</p>
<p>Hourly rate of pay</p>	<p>National Minimum Wage; performance related award</p>
<p>Details of employability support (training opportunities/ mentor)</p>	<p>In-house training</p> <p>You will be supported in-house in specific training commented on within the job placement summary, as well as:</p> <ul style="list-style-type: none"> •Customer service and engagement to take payments, support bookings and respond to enquiries (in-person, via phone and online) •Product knowledge •Housekeeping <p>There will be ample opportunity to progress in your role, feeling supported and nurtured as your confidence grows and your skills develop – we are here to support your longevity with opportunity for longer term job security for the right candidate</p> <p>Monitoring of this support will be held in-house by the team who will act as your mentor, previous mentoring approaches include:</p> <ul style="list-style-type: none"> •One-to-ones •Surgeries •360-feedback <p>This support will be ongoing throughout your role</p>

<p>Details of employability support continued</p>	<p>External training</p> <p>Where opportunity allows you will have access professional development through external courses and workshops</p> <p>Previous external training and development includes</p> <ul style="list-style-type: none"> •Market research trips •Team training days •Mentoring sessions <p>Specific to this role, training to develop:</p> <ul style="list-style-type: none"> •Maintaining good housekeeping standards •Stock control and administration •Making examples for our creative classes/crafternoons/craft kits •Preparing materials and equipment for creative classes crafternoons/craft kits •Providing hospitality, customer service and creative support during creative classes/crafternoons •Having good product knowledge •To assist customers when making purchases •To assist customers when making bookings
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