Steensons design and manufacture jewellery in their Co Antrim workshop, with their main retail outlet on Bedford Street, Belfast. They sell their designs direct to the customer as well as designing bespoke jewellery tailored to the customer’s needs.

They have a permanent part-time sales assistant position available at their Belfast Showroom. Saturday 9.30am – 5.45pm required.

Wage – minimum wage

The successful candidate will be expected to work productively within a team, providing excellent customer care in a retail environment through:

* Direct retail sales to customers
* Identifying customer needs and responding to them effectively and quickly
* Providing a high level of accuracy and customer care at till points
* Processing repairs / alterations and orders through our instore computer system
* Maintaining cleanliness of showroom, displays and jewellery, replenishing stock and merchandising.
* Showing flexibility and willingness to meet store needs regarding hours and duties, including but not limited to, extra hours during Christmas and holiday periods
* Using initiative and communicating well with colleagues
* Security and key holder duties.

**Dress code:** Smart presentation. No jeans or sportswear

**Essential criteria**

* Ability to operate EPOS systems
* Flexibility regarding hours of work, with the ability to work Saturdays.
* Proficiency in English and Mathematics (GCSE or higher), minimum of five GCSE’s
* Excellent communication skills

**Desirable criteria**

* Retail experience in a high-end retail environment
* Experience in consultation style sales
* An interest or background in design / fine craft

**Application Form**

**Job Title: Permanent sales assistant**

**Part 1.** Only application forms containing all the information which has been sought on the Application Form will be considered for appointment.

Title Telephone

Forename(s) Mobile

Surname(s) Email

Address

Postcode

National Insurance Number

Do you hold a full driving licence free of any penalties? Yes No

Do you have use of a car or access to a form of transport which will enable you to meet the requirement of the post in full if required? Yes No

How did you hear of this position?

**Education and Qualifications**

**Part 2.** *(start with most recent)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject** | **Level (e.g. Degree, A Level, HND, GCSE)** | **Grade** | **Date** |
|  |  |  |  |

**History of Employment**

**Part 3.** Previous Employment:Please include any previous experience (paid or unpaid), starting with the most recent first.

**Current or most recent employment**

Name of Employer

Address

Position Held

Date Started

Leaving Date

Reason for Leaving

Salary

Contact Name of Line Manager for Reference

Brief description of duties

**Previous employment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employer name & address** | **Job title and brief description of role** | **Date started** | **Leaving date** | **Salary** | **Reason for leaving** |
|  |  |  |  |  |  |

**Part 4.** Disability / medical conditions & reasonable adjustments / arrangements for interview

Do you have a disability or any medical conditions that we should be made aware of that could affect your ability to carry out this position?

If you need us to make any adaptations for your interview to accommodate any disability you may have please tell us what these should be?

**Part 5.** Convictions / Disqualifications

To ensure the safety of our clients/members a CRB check must be completed for all positions

Rehabilitation of Offenders Act 1974 (Exceptions)(Amendment) Order 1986

Please provide details below if you have been convicted of a criminal offence or been the subject of a conditional discharge or probation order.

**Part 6.** Are you subject to any conditions relating to your employment in this country?

YES / NO If "yes" please use the space below to tell us what these are?

**Part 7.** If appointed when could you start? Give period of notice if applicable

**Part 8.** Are you closely related to a staff or Board member of the Company?

YES / NO

If yes, please state the name of the staff or Board member and nature of this relationship below.

**Part 9.** Please answer all of the following questions

**1.Give an example of when you have made a positive contribution to effective team working** *Please detail the following – The background to your example, what the team had to achieve, how you made a positive contribution to the team and what the outcome was.*

**2. Give an example of when you have managed a customer/person that was irate or upset**

*Detail the background to your example, why the customer was irate or upset, what you did to manage the situation and what the outcome was.*

**3. Give an example of when you have either exceeded a customer/persons’s expectations or delighted a customer/person**

*Detail the background to your example, what your job was, what you did to deliver outstanding service, how you know that you had delighted the customer and what the outcome was*

**4. Expand on any relevant experience you have that would be appropriate for this position**

**5. Why are you applying for this position?**

**6. What computer skills do you have, what software or point of sale systems are you familiar with?**

**7. Hobbies & interests**

**8. Please detail how you meet the essential criteria**

**9. Please detail how you meet the desired criteria**

**Part 10.** Referees

Please supply two Referees *(one referee must be from your most recent employer)*

**Referee 1.**

Name

Position Held

Business name

Address

Contact Number

Email

**Referee 2.**

Name

Position Held

Business name

Address

Contact Number

Email

N.B. If you are the successful candidate it will be necessary to contact one referee before the position is offered.

**DECLARATION**

**Part 11.**

I declare that all information given by me on this application form is correct. I understand that my application may be rejected, or my employment terminated if I have given false information or withheld any relevant details.

Signed

Date

**Please send the completed application for the attention of the manager:**

By email: [paula@thesteensons.com](mailto:paula@thesteensons.com) By Post: Steensons, Unit 2 Bedford House, Bedford St, Belfast. BT2 7FD

Closing date for applications: 17.00, 15th Oct 2021

Note; successful applicant will be required to provide proof of their legal right to work within the UK.

**GDPR (2018) & DATA PROTECTION ACT (MARCH 2000)** The information given on this form will only be used for recruitment and selection purposes.

If you join The Steensons the information will be kept on record.