

## Senior Sales Assistant – Newton Stewart – 40 Hours

### Description

At Wright's Home Hardware we pride ourselves on the outstanding level of customer service we provide to our customers in a friendly and relaxed atmosphere. As a Senior Sales Assistant, you will liaise with the Manager/Asst Manager, to develop the full sales potential of the site. You will be responsible for making sure the presentation of the site is pristine, tidy, well organised, well signposted and well displayed depending on the retail season.

### Responsibilities

#### Site Management

- Assume and accept responsibility for all Manager/Assistant duties in their absence (specifically weekend rota shift and Annual Leave or illness).
- Open the shop for deliveries and staff each day to be ready to serve our first customer.
- Closing the shop at the end of the day when required ensuring full shop security at all times.
- Be responsible for site security with key holding duties. Notification of key holder changes both temporary and permanent to the local police and to the Directors.
- Oversee the running of the shop ensuring all cleaning and maintenance is carried out in accordance with Health and Safety Regulations and Guidance.
- Maintain outstanding housekeeping levels within the shop.
- Complete and ensure risk assessments are complied with.
- Ensure all general and recyclable waste is returned to Home Hardware (Scotland) Ltd in accordance with their waste procedure.
- Carry out all duties relating to Health & Safety matters in accordance with the company's Health & Safety Policy Document [in liaison with HR Services Scotland]
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan.
- Completing and ensuring risk assessments are complied with

#### People Management

- Create a friendly, pleasant and welcoming environment for customers in-store.
- Support the creation of a positive, pro-active, team-working environment for staff.
- Supervise staff in their duties or carry out these duties when annual leave or other absences dictate
- Take part in the rota that ensures that either the **Manager, Assistant Shop Manager** or **Senior Sales Assistant** is always on the premises and that the site is adequately staffed at all times.
- Serving customers in a pleasant and courteous manner ensuring their well-being.

#### Operational Management

- Ensure stock items are filled up daily, keep shelving tidy and assisting with

Wrights Home Hardware

### Job Location

51-53 Victoria Street, DG8 6NL,  
Newton Stewart

### Employment Type

Full-time

### Rota

**Working 40 Hours Per Week  
Over a 3 Week Shift Rota**

#### Week 1 – 41 Hours

- **Mon:** 09.00am – 18.00pm
- **Tues:** 09.00am – 18.00pm
- **Wed:** 09.00am – 18.00pm
- **Thurs:** OFF
- **Fri:** 09.00am – 18.00pm
- **Sat:** 09.00am – 18.00pm
- **Sun:** OFF

#### Week 2 – 46 Hours

- **Mon:** 09.00am – 18.00pm
- **Tues:** 09.00am – 18.00pm
- **Wed:** 09.00am – 18.00pm
- **Thurs:** OFF
- **Fri:** 09.00am – 18.00pm
- **Sat:** 09.00am – 18.00pm
- **Sun:** 11.00am – 16.00pm

#### Week 3 – 33 Hours

- **Mon:** 09.00am – 18.00pm
- **Tues:** 09.00am – 18.00pm
- **Wed:** 09.00am – 18.00pm
- **Thurs:** OFF
- **Fri:** 09.00am – 18.00pm
- **Sat:** OFF
- **Sun:** OFF

**Pay Rate:** £12.45 ph

product display.

- Correctly price and code merchandise according to company guidelines ensuring price tickets are well displayed and ensuring missing tickets are replaced.
- Deal with incoming telephone calls from customers and colleagues using the company salutation.
- When taking breaks ensure that a member of staff is in the sales area.
- Escalate all shop complaints / faulty products to the Shop Manager or Assistant Shop Manager.
- Work as a team to maintain a high level of cleanliness and order in the full shop in accordance with Health and Safety Regulations and Guidance.
- Work as part of a team to maintain the correct stock levels on your shop stock control system; this involves daily checks of empty spaces, seasonal stock checks and a full annual stock check.
- Maintain reserve stock in the storeroom ensuring that it is easily identifiable, rotated and in a tidy organised manner.
- Notifying the Shop Manager when stock levels are low or if particular products are selling very quickly.
- Checking in deliveries accurately from Home Hardware (Scotland) Ltd and other suppliers as well as putting away stock.
- Carry out any other duties as required from time to time by the Shop Manager.

### **Sales and Cost Management**

- Assist customers on range, variety and suitability ensuring the purchase meets their requirement.
- Ensure that all purchases are charged at the correct price and paid for by customers and staff members.
- Be responsible for operating the cash register, handling cash, credit / debit cards and customer credit accounts, issuing receipts with accuracy ensuring the security of the cash register at all times.
- Deal with exchanges and refunds in line with company policy.
- Assisting the customer with special product orders and processing these to Home Hardware (Scotland) Ltd or through other direct suppliers.
- Arrange in-store promotions and window displays to promote sales.
- Help drive additional sales by training staff to:
  - Tactfully recommend useful products connected to the item that the customer is enquiring about or purchasing.
  - Referring to the company's related products list.
  - Improve displays and sales processes
- Accurate management of shop monies including cashing up sheet, balancing and banking.
- Promote the company's delivery and click and collect service to shop customers.

### **Skills Required**

#### **Essential**

- Excellent customer service skills
- Organisational skills, the ability to multitask
- A pro-active approach to selling
- Good time keeping
- High level of personal hygiene
- Comply at all times with the company dress code
- Flexible in the hours you are able to work

### **Responsible To**

Shop Manager, Assistant Manager, Area Manager

### **Job Benefits**

Generous staff discount across all products stocked

Work place pension with The People's Pension

1/2 hour Lunches on Order days – 1 hour lunches every other day except on a Sunday

### **Date posted**

August 8, 2025

**APPLY NOW**

- Good communication skills
- Comply at all times with the company Health & Safety policy

**Desirable**

- Open to training and learning opportunities