

## Job Title: Retail Sales Advisor - Independent Living

- Permanent, Part time – 16 hours, Evenings and weekend cover. Monday to Sunday. Opportunities for overtime.
- Location: Leeds, White Rose Shopping Centre.
- Approximate Commencement date: June 2019
- Please provide a CV and Covering letter to: [karen.mason@rosscare.co.uk](mailto:karen.mason@rosscare.co.uk)

### Description:

This is a unique opportunity for the right candidate within the mobility and equipment sector that would complement those working towards a career in Health & Social Care with hours that fit around studying commitments. You will be part of the team based in the modern mobility store located in the White Rose Shopping Centre. The purpose of this role is to conduct sales of mobility equipment and living aids combined with high quality advice to empower customers to make the best choices for their needs. The working hours are focused on evenings and weekends, so suitable students, but not exclusively.

The role will be broad in scope from advising customers to handling stock and performing day-to-day shop functions. You will have effective administrative skills and with a sense of pride and ownership in your work. You will be part of a small friendly team, who will work flexibly to cover store opening times including loan working once sufficiently trained. Previous experience with either mobility equipment, care for adults or people with a disability is advantageous, whether encountered through professional or personal experience. The position will provide you with the opportunity to develop skills and knowledge in how equipment can assist people in living independently.

In working hands-on with mobility equipment, there will be a degree of manual handling required. You will be working in a well-established business that specialises in providing equipment, engineering & servicing to the healthcare sector across much of the England & Wales with a developing retail focus. The company has over 250 employees staffing major contracts from 20 locations with an additional 4 retail outlets.

### Duties:

- Assisting customers to try a range of equipment.
- Deliver exceptional customer service to people with a disability and those in caring or supporting roles.
- Provide information and advice to assist customers in selecting suitable products and the ability to highlight their benefits.
- Support the achievement of meeting store targets.
- Maintain inventory and stock levels.
- Ensure high standards of store displays with up to date information and pricing
- Administer Shopmobility equipment hire.
- Comply with health and safety measures and all company policies and procedures

### Essential Competencies:

- Have a customer-centered approach with the ability to engage & communicate effectively with customers to create an added value experience
- Excellent interpersonal skills to work effectively with staff members, customers, management & healthcare professionals.
- Competent IT skills to be confident in operating our Electronic Point of Sale and Stock Management Software (Vend – training provided), email and Microsoft office packages.
- A proactive approach to problem solving
- Ability to multi-task and prioritise activities
- Ability to sometimes work on your own (once fully trained)
- A positive attitude to developing and expanding services
- The ability to continually develop knowledge of equipment to assist in activities of daily living
- Willingness to embrace opportunities to develop your own skills and knowledge

### Desirable Competencies:

- Experience of caring or clinical environments.
- Involvement with a third sector group linked to either disability or older people.