



JOB DESCRIPTION

An exciting opportunity has arisen to work in one of our County Tile Warehouse stores based in Salisbury. Our stores offer a wealth of ideas regarding how to use our beautiful tiles to create a truly stunning room. As a Company we believe our sales team are passionate about our brand and they create a fantastic shopping experience for our customers by focusing on combining expert knowledge with a welcoming and helpful approach.

Original Style, our parent company, is a renowned U.K manufacturer with nearly 40 years' of experience producing premium, handcrafted tiles that are celebrated for their exceptional quality and timeless appeal.

As a Senior Retail Sales Advisor your responsibilities will include:

- Greeting and engaging with customers and identifying their requirements.
- Inspiring customers' tiling projects, whether it's flooring for a first home or a trade tile purchase.
- Successfully completing sales, accurately and efficiently.
- Continually learning about our product ranges which we regularly update to meet changing tile trends.
- Working as a team to ensure a welcoming and tidy store.
- The role will be based at our Salisbury Store but will provide some cover for our Andover Store and, therefore, it is essential to possess a valid driving licence.

JOB TITLE: SENIOR RETAIL SALES ADVISOR

DEPARTMENT: RETAIL

BASED: SALISBURY RETAIL STORE
(also to cover the Andover Retail Store)

REPORTS TO: STORE MANAGER

PURPOSE OF THE ROLE

Part of the Retail Team, the incumbent is responsible for actively selling our extensive portfolio of tiles to trade and retail customers, while providing knowledgeable help and advice in a professional, personalised and friendly manner.

MAIN RESPONSIBILITIES

- Greet and engage with customers in a confident and proactive way and ascertain what each customer wants or needs, without being overbearing.
- Key holder – opening and closing the showroom.
- Assist the Store Manager and Assistant Store Manager in the running of the showroom and being in charge in their absence.

- Motivating staff and suggesting ways to increase sales.
- Complete a sale efficiently, being able to accurately handle money, credit card transactions etc. and provide the customer and the company with the necessary paperwork associated with the sale.
- Use initiative to upsell where appropriate.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Continually learn about the product ranges.
- Watch for and recognise security risks and thefts and know how to prevent or handle these situations.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answering questions regarding the store and its merchandise.
- Describe the range of products and explain the use, operation, and care of them to customers.
- With the help of the rest of the team, ensure good housekeeping is maintained – a clean and tidy shop is essential.
- If required, help customers to their vehicle with purchased product.
- Update store displays, in accordance to company procedures.
- Assist with the unloading and organising of internal and external deliveries.
- Assist with the loading, transporting and delivery of goods to customers in a timely, safe and polite manner.
- Assist with the maintenance of an organised, efficient sample room and warehouse. Ensuring all products and orders are accurately labelled.
- Provide cover for the Andover Store.

HEALTH AND SAFETY

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job, but employees may be required to carry out other duties as may be reasonably required.

PERSON SPECIFICATION

To succeed in this role the person we are looking for the following characteristics.

- Strong customer focus with a willingness to engage with both trade partners and end consumers.
- Approachable, friendly, polite & engaging.
- A proactive, self-starting attitude.
- A good communicator.
- Well-presented and confident.
- Have a flair for design and colour.
- Reliable and trustworthy.
- A problem solver.
- Numerate and accurate.
- Organised.
- Able to take instruction.
- Able to lift product.
- Enthusiastic for change and new ideas.
- Be creative, imaginative and energetic.
- Reliable and able to work unsupervised.

Experience in the home improvements sector is desirable.

A full (ideally clean) driving licence is required (to provide cover for the Andover Store).

REMUNERATION AND BENEFITS

We offer a competitive salary up to £29,000 plus an enhanced quarterly sales target bonus and benefits including a contributory pension scheme, death in service benefit, staff discounts and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic Company.

LOCATIONS

CTW's retail store in **Salisbury** can be found at Stephenson Road, Churchfields Industrial Estate, Salisbury, Wiltshire, SP2 7NP.

CTW's retail store in **Andover** can be found at Mylen Business Centre, Mylen Road, Andover, Hampshire, SP10 3HD.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: <http://www.originalstyle.com>
<https://www.clayandrock.co.uk>
<http://www.designworkstiles.com>
<https://www.countytilewarehouse.co.uk>

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor, and a leading global tile supplier with a strong presence in 48 countries worldwide. We have been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 190 employees, 14 tile showrooms/stores and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

HOW TO APPLY

Applicants should send their CV and a cover letter (including current salary and salary expectations) to Diane Smith, Human Resources Manager, by email to dsmith@originalstyle.com.