**Apprentice Retail Assistant (Garston, Liverpool, Merseyside)**

**REF: WO**

**Apprenticeship summary**

**Apprenticeship standard Retailer Level 2 (GCSE)**

**Annual wage - £** **13,312**

**Working week - Monday - Friday 8:00am - 5.00pm (40 hours a week)**

**There may be opportunities as you progress to work overtime at the weekends.**

**Great opportunity to join a successful family organisation as a retail assistant/advisor within their reputable flooring company. The role will include assisting customer and giving advice and guidance, processing customer orders and dealing with enquiries.**

**What will the apprentice be doing?**

**The role will involve:**

* Interacting with and assisting customers in finding the carpets/flooring they’re looking for, be it carpet, vinyl, wooden, LVT, Laminate flooring
* Providing advice and recommendations to customers
* Processing customer orders
* Collaborating with other team members to keep the sales floor area clean and organised at all times
* Receiving, unpacking and arranging deliveries.
* Arranging and labelling goods in the display shelves
* Work with the team
* Dealing with customer enquiries/queries
* Ensure compliance of established standards and procedures, such as health and safety
* Ad hoc duties as defined by managers

**What training will the apprentice take and what qualification will the apprentice get at the end?**

Full training will be given leading to a recognised Retailer Apprenticeship Standard Level 2 Qualification

Full on-the-job training will be delivered

Off-the-job training will be supported by our training provider - Davidson Training UK Ltd

You will complete the Functional Skills in maths and English up to and including Level 2 (if you don't already hold the equivalent)

All training will be delivered within the workplace during working hours

**What is the expected career progression after this apprenticeship?**

You can progress to a sales role or alternative a role within the warehouse.

**Desired skills and personal qualities**

* Communication skills
* Organisation skills
* Customer care skills
* Presentation skills
* Number skills
* Logical
* Team working
* Physical fitness
* Punctual

**Qualifications**

* GCSE or equivalent English (Grade A\*- C (1-4)) desirable
* GCSE or equivalent Maths (Grade A\*- C (1-4)) desirable

**About the employer**

Established over 60 years ago, Woolton Carpets has long been synonymous with quality and excellence in the area. With more than 1,000 rolls of carpet in stock, next-day delivery, a professional underlaying and fitting service, over 300 choices in laminate flooring, and a great selection of vinyl flooring, it’s easy to see why thousands of people put their trust in Woolton Carpets. Woolton Carpets has been investing in people for decades. Our directors have over 50 years of experience guiding the development of the business and are focused on improving the working lives of their employees. Many of our staff have been with us for over 25 years, which is a real testament to both their loyalty and our commitment to their welfare.

<https://www.wooltoncarpets.co.uk/>