

Job Description: Part Time Sales and Activity Co-ordinator – 16 up to 32 hours per week



Hours can be negotiable / We would consider a job share

Above all:

- **You must be able to work the open hours of BellaCrafts i.e. a full shift is 10am – 6pm**
- **You must be able to work weekends – not all but at least 4 weekend days per month**
- **You must be reliable, enthusiastic, enjoy a thriving and busy crafty environment**
- **You must be confident, friendly and enjoy working with the public and children!**

Job Description:

You'll be joining our supportive, creative team to work at the Centre and help cover external events. We are looking for someone to support our organisation to manage, deliver and increase our sales and bookings programme: from children's parties to hen parties, group bookings, individuals and events. We are an enthusiastic, hardworking team who enjoy being part of a small business where ideas are encouraged and growth can be seen.

We would look to develop your own skill set whether that is focusing on planning our children's programme of events or helping to design new products or planning our annual events calendar. Every team member enjoys developing in their own role. The most important is being able to deliver excellent customer service at all times. This role will be great fun, varied, working with a very supportive team.

We feel this is an exciting job role as it can be expanded to develop candidate's skill set and see training and personal development.

BellaCrafts is a varied, busy and great place to work with a mixed customer base. Our Craft Centre is open 7 days a week offering a range of workshops and activities for all ages and abilities. As well as running a heavy programme of events and bookings at BellaCrafts and throughout the South we also run our busy craft shop. We deliver workshops for schools and businesses, events in shopping centres, festivals, annual events and more.

Your role will involve:

- Day to day running of the Centre
- Selling and advertising all BellaCrafts services always with the view to drive future traffic
- Serving and dealing with the public: adults and children
- Running bookings including children's parties, group bookings, hen parties and more
- Contributing to our growth with ideas and input
- At all times you must be professional and friendly following our committed level of customer service
- Responsible for generating sales including bookings, and meeting sales targets
- Co-ordinate activities and workshops
- Requirement to take bookings and payments over the phone
- Help co-ordinate and plan our regular craft classes for adults and children
- You will be working with children on a daily basis organising craft sessions, planning parties and helping with bookings
- You will be required to work on the computer, answer emails and help with our social media platforms
- Understand crafting principles across a range of skills or willingness to learn
- Keen eye for detail
- Daily duties will include general shop work; serving, cleaning, tidying
- You will be an active member of our team

We want BellaCrafts to be the very best Craft Centre you can visit and to build on our customers consistent experiences that we deliver. We are looking for someone to have exceptional customer service and sales skills and above all are happy and willing to get involved!

BellaCrafts is a very busy business with varied activities with a focus on flexibility, affordability and fun. Every team player needs to be hard working, professional and have a can do attitude. We always look to drive BellaCrafts forward with expansion plans set for 2018 and we look forward to you joining us!

Location: BellaCrafts Fair Oak, The Barn, Fair Oak Garden Centre, Winchester Road, Fair Oak SO50 7HD and external events cover

Salary: £7.50 up to £8.50 per hour

Hours: 16 – 32 hours per week. Your position is part time on a flexible rolling rota and will include some evening and external event cover. The rota is always set 4 / 6 weeks in advance.

Weekend work is expected but not every weekend. Flexibility is required and your hours may change to cover for absences and to meet business needs as required. Your hours will / may increase during school holidays, peak times and to cover sickness and holidays.

Person Description:

- Need a wide knowledge of different crafts and / or willingness to learn
- Confident and warm nature
- Previous qualifications not essential but experience and passion needed
- Preferred experience of some or all: retail, customer service, sales, social media planning and strong written and verbal communication skills
- Understanding the importance for growth and sales
- Strong administration skills
- Keen eye for detail
- Experience of working with the public including children
- Excellent customer service skills
- Strong communicator both spoken and written
- Trustworthy and reliable
- Can work on own initiative and part of a team
- Enthusiastic, happy, energetic
- Self-motivated
- Creative
- Organised
- Can easily multi-task
- Reliable
- Friendly and approachable
- Proficient in IT
- Full valid driving license

Overall someone who is enthused, hardworking and would fit within our supportive team. You will receive continued training and management support. We see you as being part of our team with the same objectives to grow and continue to thrive as BellaCrafts. We have exciting times ahead!

First Interview dates: 15th November

We usually receive the bulk of application forms within the first two weeks of job going live! We suggest submitting your information by 13th November

Please email belinda@bellacrafts.co.uk for more details or to apply

We recommend including a covering letter and making sure you research BellaCrafts and of course do try to visit!