

## Fancy joining the UK's number one Wine Specialist?

**Majestic Wine Dulwich are looking for a dynamic, ambitious and driven individual who wants to grow and develop in a company that's revolutionising retail!**

### Who are we?

Majestic is the UK's largest specialist wine retailer, operating a network of over 200 stores nationwide. Founded in 1980, the company recently passed back into private ownership following the acquisition of Fortress Investment Group and has undergone an ambitious transformation and turnaround programme. The results of which are now being seen, with record market share growth, a new and improved product range, a new website and six new stores - including a pipeline for future expansion over the next five years. With no minimum purchase, the Majestic range includes over 1,100 different wines, spirits and beers, both online and in-store. Majestic's key strength is over 1,000 WSET-trained colleagues offering knowledgeable, passionate and friendly customer service across all channels.

### The Role

As a Sales Assistant you'll be supporting your store team with driving sales performance and the day-day running of your store. You'll deliver exceptional customer service and experience to optimise KPI performance.

### Job Specifics

Contract: **Permanent**

Hours: **24 Hours Per Week (will include weekends and evenings)**

**You must be registered, entitled or entitled to work on the island of Jersey.**

**You must hold a Jersey driver's license**

### Key Responsibilities

At Majestic Wine our Customers are at the heart of everything we do. In this role, you'll be an ambassador for the store in which you work, supporting the team to deliver an outstanding shopping experience for every one of our customers.

Therefore, we are looking for people who:

- Drive store performance by maximising sales opportunities. Support your team on meeting and exceeding targets by focusing on KPI delivery
- Deliver exceptional market-leading customer service to drive business growth through customer loyalty & repeat purchases
- Demonstrate that you make your luck by offering your customers a VIP service, and actively contacting them with updates on products and tastings.
- Demonstrate and share your passion for products with customers through an in-depth knowledge of our range.
- Take ownership for your wine knowledge, constantly learning about our products to support your WSET 2 qualification and confidence in selling.
- Take accountability and pride for the physical appearance and maintenance of your store both internally & externally
- Involvement in all operational tasks required for the day-day operational running a Majestic Wine store - from delivering wine to our customers, merchandising stock deliveries and calling our valued customers to drive sales opportunities.
- Ensure you remain fully compliant, safe & legal by following internal policies, processes and completing mandatory training.
- As a key holder you understand the opening and closing compliance and are confident to operate the store without your management team.

### Knowledge & Skills Required

- Wine knowledge is beneficial but passion to learn more is essential to pass level 2 WSET wine qualifications.



- Hold a full Jersey/EU/EEA driving licence for at least 12 months with no more than 6 penalty points.
- Excellent time-management, organisation and problem-solving skills
- Be able to demonstrate your ability to deliver exceptional customer experience & service to every single customer
- Self-motivated, able to thrive when working alone and as part of a team
- A can-do attitude with a passion for seeing problems through to solutions
- Adaptable and resilient to meet the ever-changing demands of our business
- Excellent communication skills

## **What is in it for you:**

- Competitive Salary & Performance Bonus alongside our New Store incentive bonus scheme.
- Up to 20% staff discount
- Career development opportunities - we are passionate about nurturing our internal talent, offering career progression supported by our excellent in-house training & development programmes.
- Fantastic incentives that take you around the world to explore our different vineyards.
- A contributory Company Pension Plan
- Life Assurance (Worth 2 times your annual salary)
- 29 days holiday, including public and bank holidays.
- Access to Retail Trust which includes: Retail Rewards including Instant savings with discounted e-vouchers, discounted reloadable shopping cards, gift vouchers and gift cards, Discounts of up to 30%, Access to free counselling and support phone line
- Company maternity, paternity and adoption leave after 26 weeks.
- Long service rewards
- Full training provided for your first 3 months with us, and continued support throughout your career with our online retail training pathways.
- Company sick pay scheme
- Uniform provided

**We look forward to receiving your application! Together we are Majestic! #TWAM**

