

Roundabout Logistics and Retail Apprentice Vacancy

Roundabout has an exciting opportunity for you to join our existing team as a Logistics and Retail Apprentice. Roundabout are working closely with Sutton Coldfield Training (SCT) to recruit the perfect Apprentice to fit in to an already successful and established team.

SCT are a respected Training Provider who will support you throughout the duration of your Apprenticeship, lasting a total of 12 months. As a charity colleague, you will undertake a Customer Service Level 2 apprenticeship. You will be assigned a designated skills tutor, who will support you every step of the way throughout your apprenticeship. This is an excellent opportunity to join an established organisation and kick start your career.

Since 1994 Roundabout primarily a volunteer organisation has been working to alleviate poverty and eliminate discrimination through the provision of donated essential furniture items to those in financial need in the local area, during this period Roundabout has helped hundreds of individuals and families. As a result, hundreds of tonnes of reusable household items have been diverted from landfill along with reducing CO2 emissions associated with landfill.

In 2019 Roundabout was awarded the prestigious 'Queens award for voluntary service'

At Roundabout we spend our days working to improve our charity and achieve our charitable objectives, the successful candidate will contribute to the smooth and efficient processing of operational activities within the charity in order to meet and exceed customer expectations.

Key Responsibilities:

You will be given training and support to enable you to be fully proficient in the below

Create an environment where customers are made to feel welcome and are given an excellent visitor experience by providing knowledge and advice to fulfil all customer needs.

Present yourself in an approachable, friendly professional manner that makes customers feel at ease.

Help customers to make the decision to buy the products that are right for their needs, serve customers promptly.

Under the supervision of the Roundabout delivery driver or Charity supervisor assist with all aspects of loading, unloading vans and handling furniture in the warehouse and delivery and collection locations.

When undertaking collections and deliveries of furniture proactively promote the aims and charitable objectives of the charity.

Assist in keeping the warehouse, retail area and delivery vehicle clean and tidy and ensure that all furniture is displayed with safety in mind. Ensure the loading and unloading of the Roundabout delivery vehicles with furniture items to be delivered or collected is done so in accordance with load securing best practice.

Ensure all Roundabout policies and procedures are complied with at all times along with compliance with all relevant environmental, health and safety processes including the use of PPE.

Key Skills & Experience:

Good time-management skills (Required)

The role does entail some lifting of furniture; applicant must be physically fit (Required)

Good interpersonal and communication skills (Required)

Basic IT skills (*Preferred)

Retail experience (*Preferred)

Warehousing experience (*Preferred)

Have an interest in furniture reuse. (*Desired)

* Training will be provided following appointment

Hours of work

20 hours per week

Primarily 08:45-13:45 Monday to Thursday. Some flexibility will be required in order to deputise on the afternoon delivery van when a permanent van crew member is unavailable. Hours of work in this situation will be 11:45-16:45.

Training to be Provided

Customer Service NVQ level 2 qualification including functional skills in Maths and English if required, provided by SCT.

Benefits

Transport to and from Evesham provided by Roundabout.

Uniform provided

25% staff discount on purchases

Opportunity to participate in several social events taking place during the year

Salary

Apprentice Salary: £4.30 plus 50p bonus making £4.80 per hour. (Rising to £5.31 per hour in April 2022)

23 A/L days per year.

If you are interested in this position, please provide your most recent CV along with details of two references.

Applications to the 'Manager'

Roundabout (West Midlands Ltd)

Unit 4

Blackminster Business Park

Evesham

WR117RE

or

e-mail: manager@roundaboutevesham.org.uk

Applications close on the 30th November 2021.