

Pots2Go

We are always on the lookout for Shop and Party Assistants!

Come and work for Pots2Go, the award-winning pottery painting ceramic café situated in the heart of Harrogate. We recently relocated to a lovely new premises, launched a new website, and were named Ceramic Café of the Year 2022 in the Yorkshire Prestige Awards 2022/23. This is an exciting time to join the team!

Job Title	Shop and Party Assistants
Role purpose	This role is vital for Pots2Go to operate smoothly, ensuring gorgeous, hand-painted items can go through the creation and collection process without hiccups. We are looking for reliable, hard-working individuals to cover busy periods in the shop. The role will consist of part-time and weekend work, particularly during the school holidays and in the run up to Christmas – very busy times for Pots2Go. Individuals will need to be responsible, reliable, and have excellent customer service skills and a good work ethic.
Hours	c.2-3 days per week to be discussed, including at least one weekend day (Saturday/Sunday), working c.10am-5.30pm with a half hour lunch break Tuesday – Saturday. Sunday hours would be 11am-4pm. Flexibility is crucial to the role.
Remuneration	Hourly rate of pay aligned with the National Living Wage
Location	Pots2Go Ceramic Café Shop, Harrogate (12a Beulah Street, Harrogate, North Yorkshire, HG1 1QQ)
Deadline for Applications	Ongoing applications accepted

The Role

We are looking for friendly, enthusiastic and confident individuals with a good work ethic and attitude to join our hard-working team.

The role of Shop and Party Assistant is very varied and involves welcoming people and ensuring customers have an enjoyable experience, painting, assisting with children's and babies' hand and footprints, giving information and advice, taking bookings of appointments and parties, assisting at adults and children's parties, taking payments, answering the phone and dealing with enquiries, participating in workshops, doing clay imprints, making and serving hot and cold drinks, and more.

You must have a passion for exceptional customer service and be comfortable interacting with a range of audiences, including babies. Having art experience would be advantageous, as customers often love to be inspired by creative ideas, and we often take commissions for specific ideas e.g. Christening Plates and similar. Candidates must be able to work at least one weekend day. Most importantly, it is critical that the candidate is driven, enthusiastic and passionate about their work.

Benefits

- Staff discount of 20% in the shop (including pottery, cards, gifts, bears, etc)
- Shop is situated in the heart of the lovely Harrogate Town Centre
- Paid holiday (aligned with government guidance, based on worked hours)
- Pots2Go polo shirt and apron provided

Essential skills, experience and qualifications required

The ideal candidate will have some relevant retail sales experience, with excellent customer service and communication skills and a passion for the arts. Applicants must be eligible to work in the UK.

Rough working pattern

c.2-3 days a week, including at least one weekend day (Saturday/Sunday), in the shop in person in central Harrogate. Flexibility is crucial to the role. You will be expected to work at peak times such as school holidays and there may be some additional optional evening work

HOW TO APPLY

- Send a **cover letter/email** with an outline of your experience, availability and why you would be suited to this role, preferably also **with a CV attached** (PDF format), to Zoë at info@pots2go.co.uk.
- Put 'Application – Shop and Party Assistant - **Insert your name**' as the subject of your email application.
- If you would prefer to meet us in person, do come and hand in a printed copy of your application to the shop, or submit your application via email but come and say hello during our opening hours.

Further information

To discuss the role further, seek clarification, or if you require this information in a different format, please get in touch with:

Zoë
Shop Manager
+44 (0) 1423 524797
info@pots2go.co.uk

Please note our shop opening hours are:

*Tuesday – Saturday, 10am – 5pm
Sunday, 11am – 4pm
Mondays, Closed*

