

# TOAST

## **Sales Assistant (Part-Time, Fixed Term)**

### **Oxford**

Born in a Welsh barn in 1997, TOAST has grown from loungewear and nightwear to become a unique lifestyle brand, creating, and curating simple, functional, beautiful clothing, home ware and editorial.

TOAST is renowned for its thoughtful, contemporary design and commitment to traditional textiles and craftsmanship. The brand aspires to be *the* global lifestyle brand synonymous with Social Conscience.

TOAST has studios in both London and Swansea and is one of the very few UK clothing brands with its own pattern room.

TOAST celebrates a slower more thoughtful way of life in shops throughout the UK, concept stores around the world and online at [www.toa.st](http://www.toa.st)

The emphasis within the TOAST workplace is on thoughtfulness, simplicity, creativity, and collaboration. We work hard to communicate intelligently with the wider world and strive against doing the obvious. We value serious thought in many broad fields – in art, literature, design, philosophy, travel, science as much as we do in fashion. Though our output may appear simple, it is always produced with great attention to detail.

As a strategic priority TOAST nurtures imaginative talent and change makers. As part of the TOAST team, you are a catalyst for the brand's successes. To realize our ambitions, we need you to share our interests and values, have an enthusiasm for TOAST itself as well as a deep knowledge and passion for your own specialist area.

In return for your dedication, TOAST will offer a supportive and stimulating working environment with flexible working hours and generous staff discounts. You will receive a comprehensive induction, including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently through your work and into the outside world.

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UPDATED –	07.06.23
REPORTS TO –	STORE MANAGER
LOCATION –	Oxford

### ROLE OVERVIEW

As a TOAST Sales Assistant you will have responsibility for delivering the best customer experience based on knowledge, our lovely products, and the desire to liaise with our customers and make them feel special. You will also need to support the delivery of the brand's visual expectations and standards and be able to guide new and junior members of the team by example.

You will be an ambassador for the brand's culture both in your appearance and behaviour and will be expected to contribute to your team's standards.

### ROLE IN DETAIL (subject to change from time to time)

- Support delivery of the store Sales through delivery of TOAST's Customer Service expectation
- Have a deep understanding of our product style, fit, shape and availability and seek to offer advice to all customers
- Support delivery of TOAST's Visual standards and expectations
- Contribute towards store feedback to store manager regarding stock performance
- Support delivery of an excellent back of house operation that supports the needs of the store and facilitates optimal trading results in a secure fashion
- Seek development and training of own skills set to continually improve performance
- Ensure a safe and healthy working environment for all, adhering to risk assessments and ensuring a high level of housekeeping
- Any other duties deemed necessary for the role.
- You will be a Brand Ambassador, always representing Toast both visually and behaviourally

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## **PERSONAL QUALITIES**

**HONEST COMMUNICATION:** straight talking, demonstrate humility and respect, challenge constructively, create transparency, acknowledge & resolve mistakes, maintain commitments and to be accountable

**INTEGRITY:** To be honest, with strong moral and ethical principles and values.

**DRIVE:** show relentless determination to drive delivery & excel

**POSITIVE MINDSET:** achieve results with a positive energy and can-do attitude, overcome challenges and Influence others positively

**PRIORITISE QUALITY:** less is more, an obsessive attention to the detail

**SUPPORT:** challenge and encourage colleagues, celebrate success, and focus on positives

## **WE OFFER**

20 days annual leave plus bank holidays  
A contributory Company pension scheme  
Cycle to work scheme  
Company discount  
Uniform allowance  
Employee Assistance Programme

**To apply for this role please submit a cover letter and CV to [retailjobs@toa.st](mailto:retailjobs@toa.st)**