

EST.  1793

AVERYS

WINE CELLARS

Events/Retail Wine Adviser

Permanent – Part-Time 32 hrs (inc. Saturdays & evenings)

Who are we?

Averys of Bristol has a rich 232-year history and is the oldest wine merchant in Bristol. Our story began with a shop in Bristol in 1793. Through the generations, the Avery family have been at the heart of the business and are famous for being among the great pioneers of the British wine trade. Much has changed over the years since we started, but some things remain the same. You can still visit our historic cellars in Bristol which once housed our bottling line and blending tanks. Today, it is home to our shop with more than 1000 wines for customers to explore.

What are we after?

Do you have a passion for wine, a natural flair for customer service, and love working in a dynamic retail & events environment?

We are currently looking to recruit an Events/Retail Wine Advisor to work in our Bristol shop (BS1 5LD) on a permanent part-time basis working 32 hours per week - this will include evenings and Saturdays. You'll combine product knowledge, people skills, and sales ability to create exceptional in-store experiences, and help with events and deliveries.

You will work as a team with the rest of the store, Area Managers and Retail Ops to focus on achieving weekly, monthly and yearly sales, margin and stock targets. Delivering exceptional customer service to all customers at all times and maximise sales revenue by up-selling, adding on and using targeted or personal recommendations.

Key Responsibilities:

- Achieve the weekly, monthly and yearly sales and margin targets using all the tools provided to maximise sales revenue, including:
 - Delivery's
 - Add-ons
 - Up selling
 - Premier sign up
 - Tasting events
 - Marketing Materials
- Exceed the customers expectations by going above and beyond to deliver exceptional customer service every time, including providing a carry to the car service for all.
- Work towards and maintain a level of wine knowledge that ensures customer queries and questions can be handled confidently
- Support the Shop Manager to maintain and increase sales at our events, increase wedding sales & trade sales.
- Work with the events supervisor to ensure a full tastings programme is run in store. Get involved at every level from planning to the deliverance on the night.
- Ensure the shop floor, stock room and office are kept clean, tidy and presentable at all times.
- Ordering and receiving the regular shop deliveries, replenishing the shop floor on a regular basis.
- Partake in quarterly stocktakes.
- Ensuring the safe and timely delivery of wine to trade and private customers using the shop van. Adhering to the van admin and maintenance procedures.

Skills and Qualifications:

Essential:

- Customer Service Experience
- Educated to GCSE Level or above
- IT skills: Microsoft Word, Excel and Outlook
- Physically able to cope with regular manual handling/lifting
- Full, clean driving licence.

Preferred:

- WSET qualification
- Retail experience

Key information & benefits:

- Great central Bristol location within walking distance from main bus station and Temple Meads.
- 20 days holiday plus bank holidays. This will increase to 25 days after 3 years' service
- Additional day off on your birthday
- Pension scheme
- Non contractual annual bonus scheme
- Life Assurance x4
- Fantastic staff discount
- Friendly and exciting working atmosphere
- Great social events
- Opportunities to gain further qualifications in the industry
- Excellent learning and development opportunities
- We are a certified Great Place to Work and Best Workplaces for Wellbeing 2025

If you would like any further information or a full job description, please contact Nick Burton, Retail Shop Manager on 0117 921 4146.

Doing Things Beautifully is at our core. We are an equal opportunities employer and welcome applications from anyone regardless of race, sex, sexual orientation, religion / belief, age, or disability.

If you are interested, please apply in writing with a CV and covering letter and emailed to hr@directwines.com

