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| Essential | Desirable |
| **Experience:**   * Work with a range of IT platforms, ideally including internet sales * Work in retail/customer focused environments | **Experience:**   * Training, coaching & supervision * Implementing new systems & processes * Working with a diverse range of people including vulnerable people & challenging behaviours * Voluntary/charity sector experience * Second-hand retail & recycling |
| **Education:**   * Good general education to include Maths and English GSCEs or equivalent. | **Education:**   * Other IT and retail-related vocational education/training. |
| **Skills:**   * IT (Windows, Office, Android. internet, social media) * Ability to empower, delegate & resolve conflicts * Customer service * Written, verbal & listening skills * Time management, organisation & admin. | **Skills:**   * Training preparation & delivery * Ability to understand & analyse sales figures and produce simple reports * Full driving licence & willing to drive community vehicles * Sales & marketing * Stock control & logistics |
| **Knowledge & Understanding:**   * An understanding of the current retail environment * An appreciation of Emmaus principles & values * An appreciation of the need for professional boundaries | **Knowledge & Understanding:**   * An appreciation of retail & trading law * An appreciation of health & safety at work and fire safety requirements * An understanding of homelessness issues * An appreciation of equal opportunities requirements |
| **Personal Characteristics:**   * Enthusiastic & proactive and able to work with a minimum of supervision * A logical & analytical approach to problems, paying attention to detail * A team player * Able to occasionally work unsocial hours * Prepared to travel regularly locally and as required elsewhere in the UK in connection with the post | **Personal Characteristics:**   * Able to work with people without prejudice * Belief in the potential of each individual & an understanding of the importance of the community in helping to achieve this * A commitment to environmental sustainability and social development |