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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
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| **Education:*** Good general education to include Maths and English GSCEs or equivalent.
 | **Education:*** Other IT and retail-related vocational education/training.
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| **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
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| **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
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| **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
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