 **Emmaus Village Carlton**

**Retail Assistant**

**Job Description**

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| **Job Title:** | Retail Assistant Full-time  |
| **Reports To:** | Retail Manager |
| **Salary:** | £23,400 per annum |
| **Hours of work:** | 37.5 hours per week: Over a 7 day period. Weekend work is essential. |
| **Location:** | Emmaus Village Carlton, School Lane, Carlton. MK43 7LQ |

**Terms of employment**

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| **Salary:**  | £ 23,400 |
| **Pension:** | An auto enrolment pension arrangement whereby the employer contributes 5% and employees 3% |
| **Holidays:** | 23 days per year plus Bank holidays  |
| **Training and development:**  | Individually tailored induction, training and development  |
| **Employee Assistance:** | 24/7 employee assistance scheme is available |

**Job Purpose**

* Assist customers in our shops – Homestore, Bric a Brac, Books & Music and Boutique to maximise sales;
* Provide excellent customer service at all times, engage customers and actively sell to them;
* Make sure shops are always well stocked and have attractive displays;
* Ensure shops are always clean, tidy and safe;
* Supervise, motivate and train companions and volunteers;
* Carry out shop administration including Gift Aid;
* Support the organization of retail events and promotions;
* Ensure Emmaus policies and procedures are adhered to at all times;
* Actively contribute and support the Retail Manager and team to develop and grow retail across the Emmaus Village Carlton site

**Duties and Responsibilities**

Responsible to the Retail Manager to:

* Create attractive displays in the shops in order to maximize sales;
* Coordinate the stocking of all retail areas;
* Be patient and resilient and have a positive manner when working alongside companions, volunteers and with members of the public;
* Assist in the effective running of collections, deliveries and stock control;
* Support the organisation of retail events and promotions;
* Maintain housekeeping and health and safety procedures at all times;
* Ensure the retail administration procedures, including Gift Aid are followed at all times;
* Cash handling - Ensure that takings are managed, controlled and deposited as agreed at end of trading day.

**Health and Safety:**

* Adherence to all procedures related to Health and Safety and COSHH regulations with regard to maintaining retail areas, equipment, materials and general safety;
* Ensure that a good standard of hygiene and cleanliness is maintained throughout the retail areas;
* Ensure all equipment used is well maintained, in good working order and to log any defects and report the Retail Manager as required;
* Maintain high standards of cleanliness, personal hygiene and appearance at all times.

**Team working:**

* Willingness to undertake personal professional development as required;
* Actively contribute and support the Retail Manager and team to develop and grow the retail business across the Emmaus Village Carlton site;
* Promote teamwork and motivate staff, volunteers and companions to ensure effective working relations and communication.

**Other Duties:**

* Attend meetings and actively contribute to the overall Community Strategy as required;
* Perform any other tasks or duties deemed necessary by the Retail Manager.

**Working Conditions**

Emmaus Village Carlton runs its business operations seven days a week and provides 24 hour,

7-day/week support to the Community. Days and hours of work will be agreed with the Retail Manager as appropriate.

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role. All roles within Emmaus Village Carlton are subject to enhanced DBS checks.

All staff must always act in a way which will maintain the good reputation of Emmaus Village Carlton, upholding the policies and procedures of Emmaus and striving to preserve good working relationships with Staff, Volunteers, Companions and Trustees. All staff are obligated to keep the appropriate and key personnel well informed of significant matters relating to the Community.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus’ aim to take action to help disadvantaged people. Emmaus therefore encourages, develops and supports volunteer involvement in its work.

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound ‘value for money’ principles in undertaking purchasing or supply of goods and services.

**Physical Requirements**

Emmaus Village Carlton is currently based on one single 6 hectare site. There are three trading buildings open to the public, an ‘Under 1 Roof’ building for reception and sorting of donated goods, a waste recycling area, offices, gardens and grounds, playing fields, three residential houses for beneficiaries, and staff accommodation. This position is physically demanding & may require lifting & moving heavy items.

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| **Person Specification** |
| **Essential**  | **Desirable** |
| Experience |
| * A minimum 1 years’ experience of working within a retail shop environment
* Good interpersonal skills
* Cash handling experience
 | * Working with vulnerable people or people with challenging behaviour
* Experience of working with volunteers
* Experience of working with and relating to a diverse range of people
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| Skills |
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| * Effective time management and organisational skills
* Experience of working with a team & motivating others
* Ability to create attractive stock displays
* Excellent customer service
* Attention to detail
* Can work under pressure
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| Knowledge and Commitment |
| * Use of EPOS systems
* Able to follow Codes of Practice.
* Manual Handling
 | * Knowledge of current trading legislation in regards to selling second hand goods and health and safety in the workplace
* Knowledge of Gift Aid
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| Personal Characteristics |
| * A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential
* Effective team player, with the ability to work and delegate
* Ability and willingness to work with and alongside Companions, staff and volunteers
* Motivated, proactive and ability to use own initiative
* Empathetic and understanding of a wide range of needs and experiences
* Awareness and acceptance of own limitations
* Commitment to environmental sustainability and social development
* Awareness, understanding and compliance to Equal Opportunities
* Understanding of professional boundaries
* Able to welcome people into the community with no prejudice.
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