

Retail Assistant Job Description

Job title:	Retail Assistant
Reports to:	Head of Business & Support
Location:	Emmaus Leicestershire & Rutland
Contract:	Permanent
Salary:	£12.21 per hour
Hours:	22.5 hours (will include Saturday)

Overall Purpose of the Job

To assist the management team in maximising sales and profit
 To assist with the supervision and development of Companions and volunteers
 To provide an excellent standard of customer service

Accountabilities

Companion and Volunteer Development

- To train, supervise and inspire volunteers and companions to provide excellent customer service

Retail operations

- To manage the till effectively, cash up and maximise gift aid to maintain income
- Organise the logistics of collections and deliveries
- To ensure donations are processed, priced effectively and displayed on the shop floor to maximise sales and income
- Identify potentially valuable items for online selling
- Identify unsalable donations for recycling
- To keep the retail premises clean and tidy to ensure effective merchandising and compliance with health and safety
- Use social media to promote the retail operations
- Display and rotate goods in the shops so they are eye catching to maximise sales
- To provide driving cover of the community vehicle and vans (up to 3.5 tonne) when necessary
- To operate the retail operations to ensure compliance with legislation such as health and safety, sale of goods act 1979 and current trading standards

Community support activities

- Assist with integrating companions into the social enterprise

- Establish and maintain open communication with the support team, especially information relating to companions
- Support with the progression of companions within the social enterprise, working with the support team where necessary
- Assist with the ongoing monitoring in accordance with community licences, including random drug testing and use of breathalysers
- Adhere to the Emmaus ethos and apply community rules fairly and consistently

General

- To ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, policies and general duty of care
- To understand and work in accordance with professional boundaries, confidentiality and safeguarding
- To be flexible and willing to carry out any reasonable duties needed to assist the community and business operations, including holiday/sickness cover, participation in team meetings, attend 1:1's and appraisals
- To understand and work in accordance with the principles of Emmaus International and uphold its values and ethos.



Retail Assistant Person Specification

- Educated to GCSE level or equivalent, desirable to have passes in English and Maths education
- Experience with handling second-hand furniture
- Experience working with Microsoft Office and other Microsoft packages
- Desirable to have evidence of continued professional development, ideally health and safety, equal opportunities, customer service
- Excellent Customer service skills
- Experience of managing challenging behaviour and conflict resolution
- Strong sales and marketing experience
- Experience of coaching, team building and motivating others
- Recent charity retail experience and working with volunteers
- Clean driving license

Personal Characteristics

- Recognises, responds and adapts appropriately to change easily
- Flexible and adaptable to meet the needs of the community and business
- Has an understanding of and belief in equality
- Effective communication skills - including written, verbal, listening skills
- Enthusiastic with a 'can do' attitude
- Has an understanding of and empathy for in the work of Emmaus, and an ability to uphold Emmaus' values
- Ability to maintain professional boundaries
- Strong emotional resilience and able to identify when external support is needed for self and others