



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Temporary Part Time Sales Assistant to cover maternity leave

No of Posts: x 2

Salary: £9.83 per hour, £7922.98 pa

Status: Substantive Hours: 15.5 hours, covering Monday to Friday, 9.45am – 4.15pm

Holidays: 22 Days plus Bank Holidays pro rata Based at: Charity Retail site in Wigan

Responsible to: Finance & Commercial Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date : 31st December 2021

Interviews W/C 3rd January 2022

To Apply: Please review FULL job description attached, submit CV and Expression of Interest explaining why you would be an asset to our charity.

<https://hr.breathehr.com/v/2-x-part-time-retail-sales-20077>

JOB PURPOSE

The Brick is a charity with big aspirations and its local community at the heart of everything it does. As a result, The Brick follows a strategy and approach focusing on personal development by following The 3 R's. The 3 R's are: Relief, meeting felt needs, Restoration, equipping people for self-sustaining, independent living, and Reformation, speaking out and acting against social injustice.

We currently have three unique retail sites, with their own characters and USPs. We are looking for 2 x part time sales assistants to cover a period of maternity leave at our cross purpose retail site, The Brickworks in Wigan, with occasional holiday or sick cover carried out at our other 2 sites.

You will work closely with the Finance & Commercial manager and offer support to The Brick's retail department, ensuring that company policies are implemented, great customer service is provided and providing support in the generation of income for the charity. The ideal candidate will be an ambassador and advocate for the mission and values of The Brick and thereby to promote and raise the profile of the Charity.

WE WANT TO:

- Get everyone engaged with The Brick charity – shops are our high street window onto the work we do across the borough with people in hardship, poverty and those transitioning through homelessness.
- Get everyone to work consistently and positively across our retail sites

THE BRICK

PROJECT
SHOP
WORKS
GIVING
REUSE

QUEENS HALL ACTION ON POVERTY

- Shape the experience of our newest assistants and volunteers into becoming a creative, reliable, effective and productive shop team
- Build our income, donation streams and gift aid take up while making our shops a welcoming space for all our welfare referrals and anyone in need of support

ABOUT YOU

- You will be a confident communicator with the ability to take direction and work in a close-knit team
- You will need retail experience, ideally in the charity sector, with an open mind to trying new ideas
- You will be friendly, warm, approachable and hands on, as there is no such thing as 'it's not my job' at The Brick.
- You'll be motivated and passionate about making a shop space into a community focal point
- You will be working alongside vulnerable adults and will be engaging them in the retail activities

KEY TASKS & RESPONSIBILITIES

- Organising and sorting through high volumes of donations, ranging from clothing, bric a brac, books and toys and deciding which items will maximise sales
- Pricing up and labelling items for sale on shop floor
- Keen eye for items that can generate online sales
- Offering support with online sales through popular online selling platforms, from uploading the sale item through to the postage, customer service and feedback.
- Greeting customers on arrival
- Serving customers using Kudos epos system
- Ensuring the shop is laid out to look inviting and attractive to customers
- Taking donors information for gift aid and organising the gift aided items
- Support the retail team lead in delivering seasonal promotions
- Achieving strong working relationships and communication with the retail team lead, staff, and volunteers
- Ensure that positive action is being taken to generate donations from the public and other sources.
- Offering support to ensure that stock/sorting areas are properly organised
- Offering support so that the shops have a high standard of visual merchandising and housekeeping
- Maintaining a high level of customer service
- Contribute to and ensure that retail operations procedures and policies are correctly followed, such as Health & Safety, risk assessments and manual handling.



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- Ensure that policies and practices in Safeguarding, Equality & Diversity and Data Protection processes in relation to children and vulnerable adults are implemented consistently.
- Act on relevant management objectives set
- Attend regular one to ones with your line manager
- To undertake training and development opportunities as agreed with your Line Manager.
- Always uphold and promote the ethos and values of The Brick
- To develop a good knowledge of the wider context of the organisation's projects & services.
- To be involved in The Brick's fundraising & promotional events.
- To carry out any other reasonable duties and responsibilities appropriate to the level of the post, such as helping keep the shop clean and tidy, cashing up, assisting with locking up and answering telephones

KEY SKILLS The Suitable candidate should have:

- Ability to communicate clearly and confidently
- Ability to deliver great customer service and deal with customer queries
- Experience of charity retail
- Excellent literacy and numeracy skills
- To be able to demonstrate empathy to other people
- Ability to work well in a close team
- Great time keeping
- Confidential

DESIRABLE SKILLS (but not essential as training will be given)

- Gift aid knowledge and processes
- Use of Epos system
- Ecommerce such as eBay & Depop
- Social Media content
- Full driving licence is desirable but not essential