

ReStore Retail Assistant

RESPONSIBLE TO: ReStore Manager

LOCATION: Newtownards

HOURS: 35 hrs per week, permanent full-time

SALARY BAND: £24,027 - £24,404 (NJC Scale 2 (2-3))

ROLE SUMMARY:

The first Habitat ReStores in Europe are delivering real impacts for local people and the wider community in Lisburn, Ballymena, Belfast, Newry, Newtownards & Drogheda. ReStore, the charity's social enterprise, builds sustainable community and directly tackles poverty here in Ireland. ReStore enables local people to improve their homes for less, provides opportunities for volunteers from different abilities and backgrounds, and diverts tons of reusable waste from landfill.

Working as part of the staff team, the ReStore Assistant will assist with day-to-day operations of ReStore. This includes providing excellent customer care, donor recognition and support/supervision for the volunteer team.

JOB DESCRIPTION:

Key Responsibilities

Financial Administration

- Assist the Manager and Supervisor with ReStore administration and accounting procedures, including till operations, banking and other admin duties as required

Sales

- Provide excellent customer service
- Sort and select appropriate items for sale from donated goods and maintain correct level, quality and rotation of stock in accordance with the Store Handbook
- Ensure a high standard of presentation, display, merchandising and pricing of stock
- Ensure that the shop, warehouse and other facilities are clean, tidy and safe at all times
- Co-ordinate the collection of donations and ensure that the importance of donations; both household and company or organisation, is understood and acknowledged

Volunteers

- Work as part of the staff team to support and supervise volunteers; reflecting their strategic importance for Habitat and the impact of their support.
- Ensure that Habitat for Humanity's operational policies and procedures are implemented

Health and Safety

- Complete relevant Health and Safety checklists as instructed by the ReStore Manager
- Comply with all current legislation regarding acceptance of donations and sale of goods

Other Requirements

- To undertake training as agreed
- To undertake any other duties, appropriate to the post, which may from time to time be requested by the Restore Manager

PERSONAL SPECIFICATION

The personal specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address, in completing the application form each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Essential

1. Minimum of one year's retail experience (either paid or voluntary)
2. Demonstrable supervisory skills
3. Excellent organisational and communication skills
4. Merchandising experience and proven attention to detail
5. Positive and flexible approach
6. Must be prepared to travel for training purposes and meetings when required
7. IT Skills and knowledge of Microsoft Office packages
8. Ability to safely move stock items, potentially up to 25kg.
9. Committed to the vision and mission of Habitat for Humanity and a working style that reflects these.

Desirable criteria

1. Experience of working with volunteers in a retail environment

Organisational Values & Safeguarding

Active support of Habitat's Values:

- Humility – We are part of something bigger than ourselves.
- Courage – We do what's right, even when it is difficult or unpopular.
- Accountability – We take personal responsibility for Habitat's mission.

Safeguarding:

Habitat requires that all employees take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities, and all those with whom we work. Managers at all levels have responsibilities to support and develop systems that create and maintain an environment that prevents harassment, sexual exploitation and abuse, safeguards the rights of beneficiaries and community members (especially children and vulnerable adults), and promotes the implementation of Habitat for Humanity's code of behaviour.