

JOB DESCRIPTION:

Post Title: Retail Assistant & Delivery Coordinator / Driver

Reporting to: Chief Executive Officer (Shop Manager)

Re:work is a social enterprise and charity based on Filwood Broadway in South Bristol. We run projects and enterprises that support people to gain life and professional skills and improve their home environment and greenspaces. We are looking for a candidate who can bring their skills and enthusiasm to support the successful and extended operation of our retail store on the Broadway, and our new Electric Van (EV) based delivery service.

This job would suit someone with good customer service skills, commercial retail experience, experience of delivery or multi-drop courier work, and an ability to problem solve and prioritise their work. Some heavy lifting and loading/unloading will be involved.

Job Purpose:

In this role you will be responsible for and involved in:

- Ensuring our charity retail outlet based on Filwood Broadway offers a great customer service experience to our visiting customers.
- Ensuring the standard of presentation and stock replenishment is maintained during trading hours and the retail, stock and staff areas are clean.
- Processing, sorting and prioritising received donations for retailing and pricing by merchandiser / manager and appropriate disposal of non-sellable items.
- PAT testing electrical appliances and salvage / disposal of failed items.
- Coordinating the delivery of larger items purchased through our shop with customers and assessing any larger items donated that require collection.
- Coordinating deliveries to and collections from other third parties offered under our new deliver:re electric vehicle delivery service.

Principal terms and conditions:

This position is initially a temporary part-time post for six calendar months at 18 hours per week with the intention to renew at the end of the initial term subject to performance and finance. Hours will generally be spread across three days a week, with flexibility required to respond to the particular needs of the business and with some Saturday working.

The post is based at our retail outlet at 15-19 Filwood Broadway in Bristol. The starting rate of pay will be £12.00 per hour, depending on qualifications and experience.

In addition we offer:

- A work place pension, currently employees contribute 5% of their salary and re:work contributes 4%.
- A bus pass or bike loan.

- Staff development and training

The post may require occasional out-of-hours work which would be redressed through time off in lieu (TOIL). The post is subject to an initial three-month probationary period.

The full-time annual leave entitlement is 21 days per year plus bank holidays, which will be pro rata for this part time employment.

You will mainly be working at times when our retail premises are open to the public and will at times be working alongside young people who are struggling in an academic setting or with work placement students or adult volunteers. Therefore, the successful applicant will be subject to a Disclosure & Barring Service check (formerly CRB check) and any unspent convictions should be disclosed. However, disclosure will NOT lead to automatic rejection of applicants, depending on the nature of their convictions.

KEY TASKS:

- To maintain - and support other members of the shop team to maintain - the premises during the trading week, replace sold items in a timely and appropriate manner and ensure a high level of cleanliness.
- To offer a high standard of customer service at all times and provide honest and accurate information and advice regarding retail items, operation and services.
- Liaising with the Line Manager, other team members, trades and contractors to ensure that work complies with agreed codes, law, working practices and health and safety.
- Promptly sorting received donations and prioritising them for retail - including identifying higher value or specialist items that are suitable for external sale via e-commerce platforms – ready to be priced by the merchandiser / manager.
- Prompt and appropriate disposal of items unsuitable for sale – e.g.: electrical items failing a PAT test – to ensure best use of back room storage areas.
- Supporting volunteers and placement students to develop skills related to this role, safely use associated tools or equipment and build confidence.
- Coordinating and arranging delivery of large items purchased through our shop with customers including ensuring the suitability of items purchased or any offered for donation via collection (e.g.: meeting fire standards)
- Coordinating and arranging delivery and collection service to third party organisations, groups and other local businesses.

Legal

- To ensure, in coordination with management, that Re:work Ltd complies with the requirements of the Health and Safety Executive legislation and safeguarding.

General

- To provide general assistance as required to help with all aspects of running the organisations retail outlet and any associated services.



Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> Commercial retail experience in a customer facing role 	<ul style="list-style-type: none"> Retail management experience
	<ul style="list-style-type: none"> Practical working experience of delivery, courier and multi-drop services 	<ul style="list-style-type: none"> Delivery service management
	<ul style="list-style-type: none"> Able to produce and maintain accurate records/documents associated with your work including sales reports and delivery schedules 	<ul style="list-style-type: none"> Administration experience
Education	<ul style="list-style-type: none"> Educated to basic standard of English/Maths commensurate with job responsibilities 	
Technical Skills	<ul style="list-style-type: none"> Working knowledge of Office 365 software, electronic payment systems, cashing up. 	
Communication and Interpersonal	<ul style="list-style-type: none"> You must be approachable and able to deliver good customer service to people from all backgrounds 	<ul style="list-style-type: none"> Customer Service Training
Planning and Organisation	<ul style="list-style-type: none"> Flexibility – the ability to adjust work schedule in line with day-to-day requirements. 	<ul style="list-style-type: none"> Self-employment or freelance experience
	<ul style="list-style-type: none"> Proven ability to prioritise and plan own workload, working to agreed deadlines 	
Values	<ul style="list-style-type: none"> This post is subject to a DBS check. 	<ul style="list-style-type: none"> Understanding of Equal Opportunities and Safeguarding policies
Other	<ul style="list-style-type: none"> Full clean UK or UK recognised driving license with ability to drive vehicles up to 3.5t 	