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## Shop Assistant Job description

### About us:

New-U Enterprises is a UK registered charity which supports long term unemployed young people to move towards work or training and encourages the wider public to re-use quality clothing and accessories. We do this by offering individualised work experience placements in our clothes and accessories swap & buy shops. Quality, clean and undamaged items of clothing are donated (max of 10 per customer per day) for 'swap points' which are spent on items of choice in store. We also sell to people without items to swap and provide free smart clothing to anyone in need, for job interview or other occasion.

### Responsibilities:

1. To support the shop manager in running a clothes & accessories swap shop
2. To efficiently and effectively support young people on work experience placements
3. To support the shop manager to organise and deliver in-shop events to raise funds and promote the charity
4. To lead on social media and visual merchandising in store

**Accountable to:** The Shop Manager

**Hours:** 21 hours per week on a 2 week rota

Week 1: Wednesday 9.30-5.00  
Friday 9.30-5.00  
Saturday 9.30-5.00

Week 2: Thursday 9.30-5.00  
Friday 9.30-5.00  
Saturday 9.30-5.00

**Salary:** £9.60 per hour

**Initial Contract:** 6 months

### Main Duties:

1. To assist the Shop Manager to ensure people on work placements are reaching their full potential whilst on placement by offering empathy, support and leading by example
2. To assist the shop manager to complete all necessary checks and paperwork before, during and on completion of work placements

3. To assist the Shop Manager in the day to day running of the shop including stock control and quality control
4. To ensure agreed swap/loan/sale processes are followed by all involved, including the general public
5. To regularly post on New-U social media platforms, following guidelines in the Marketing Strategy
6. To create visual displays in the shop, within New-U guidelines
7. To ensure that all appropriate standards of security, health and safety are met
8. To work closely with the Shop Manager to ensure any problems in the shop are resolved quickly and effectively
9. To ensure records, paper and electronic, are accurate and maintained
10. Ensure the shop is clean and attractive to patrons, and follows current Covid guidelines
11. Attend all necessary internal/external training courses and meetings as required

Attributes	Essential	Desirable
<b>Knowledge and Experience</b>	<p>Good organisational and administration skills</p> <p>Experience of delivering excellent customer service</p> <p>Experience of using social media platforms; Instagram, Facebook, TikTok</p> <p>Awareness of Health and Safety legislation</p>	<p>Knowledge of the issues and difficulties facing long term unemployed people</p> <p>Experience of supporting long term unemployed people to better their lives</p> <p>Knowledge of fashion trends and creating visual displays</p> <p>An interest and belief in sustainable fashion</p> <p>Experience in a retail setting</p> <p>Evidence of understanding of safeguarding legislation in relation to children and vulnerable adults and knowledge of issues facing young people</p>
<b>Skills &amp; Abilities</b>	<p>Excellent inter-personal skills and able to develop effective relationships with unemployed people on work placements, volunteers, and referral agencies</p>	<p>Understanding of the value and goals of New-U to contribute to future planning and stakeholder involvement</p>

	<p>Ability to positively contribute as part of a team</p> <p>Ability to manage own workload, to meet conflicting deadlines and prioritise work accordingly.</p> <p>Evidence of initiative and resourcefulness</p> <p>Knowledge of ICT applications (e.g. Word, Excel, etc.) and good keyboard skills. Ability to learn new systems</p>	
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