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## Shop Assistant Job description

### About us:

New-U Enterprises is a UK registered charity which supports unemployed 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 shop and by running textile upcycle activities.

### Responsibilities:

1. To support the shop manager in running a clothes & accessories shop & honesty book library
2. To efficiently and effectively support young people on work experience placements

**Accountable to:** The Project Manager

**Hours:** 16-19 hours per week

#### Week 1

Wednesday 11-2  
Thursday 11-2  
Friday 11-2  
Saturday 9.30-5

#### Week 2

Wednesday 11-2  
Thursday 11-2  
Friday 9.30-5  
Saturday 11-2

**Salary:** £12.00 per hour

**Initial Contract:** 12 months

### Main Duties:

1. To assist the Shop Manager to ensure people on work experience placements are reaching their full potential by offering empathy, support and leading by example
2. To support 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 assist the shop manager in the running of an honesty book library
5. To work with the wider shop team to organise and deliver in-shop events to raise funds and promote the charity
6. To act as a key holder and to open and close the shop where required

7. To ensure agreed swap/sale processes are followed by all involved, including the general public
8. To ensure that all appropriate standards of security, health and safety are met
9. To ensure records, paper and electronic, are accurate and maintained
10. To ensure any problems in the shop are resolved quickly and effectively
11. To ensure the shop is clean and attractive to patrons
12. To attend all necessary internal/external training courses and meetings as required

| Attributes                      | Essential  | Desirable  |
|---------------------------------|--|--|
| <b>Knowledge and Experience</b> | <p>Good organisational and team working skills</p> <p>Experience of delivering excellent customer service</p> <p>Awareness of Health and Safety legislation</p> <p>Evidence of understanding of safeguarding legislation in relation to children and vulnerable adults and knowledge of issues facing young people</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>An interest and belief in sustainable fashion</p> <p>Experience in a retail setting</p> <p>Experience of using social media platforms; Instagram, Facebook</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>Ability to positively contribute as part of a team</p> <p>Evidence of initiative and resourcefulness</p> <p>Evidence of good time keeping &amp; reliability</p> <p>Basic numeracy and ability to complete till transactions</p> <p>Ability to manage own workload, to meet conflicting deadlines and prioritise work accordingly.</p> | <p>An interest in upcycling textiles, knowledge of techniques and ability to share this with others</p> <p>Experience of visual merchandising and creating visual displays</p> <p>Knowledge of ICT applications (e.g. Word, Excel, etc.) and good keyboard skills. Ability to learn new systems</p>                                    |

