



# RETAIL SALES ASSISTANT - SALISBURY

APPLICANT INFORMATION PACK





## **WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE**

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018, The Trussell Trust's Foodbank Network distributed 1,332,952 three day emergency food supplies to people in crisis, a 13% increase on the previous year. 484,026 of these went to children.

I want to see the end of the need for emergency food services in our country, to work with Government to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Although the recent Budget marked a positive step forward, there is still much more to be done and we will continue to work through the foodbank network to bring further change.

Working for The Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

**Emma Revie**  
Chief Executive



## INTRODUCTION TO THE TRUSSELL TRUST

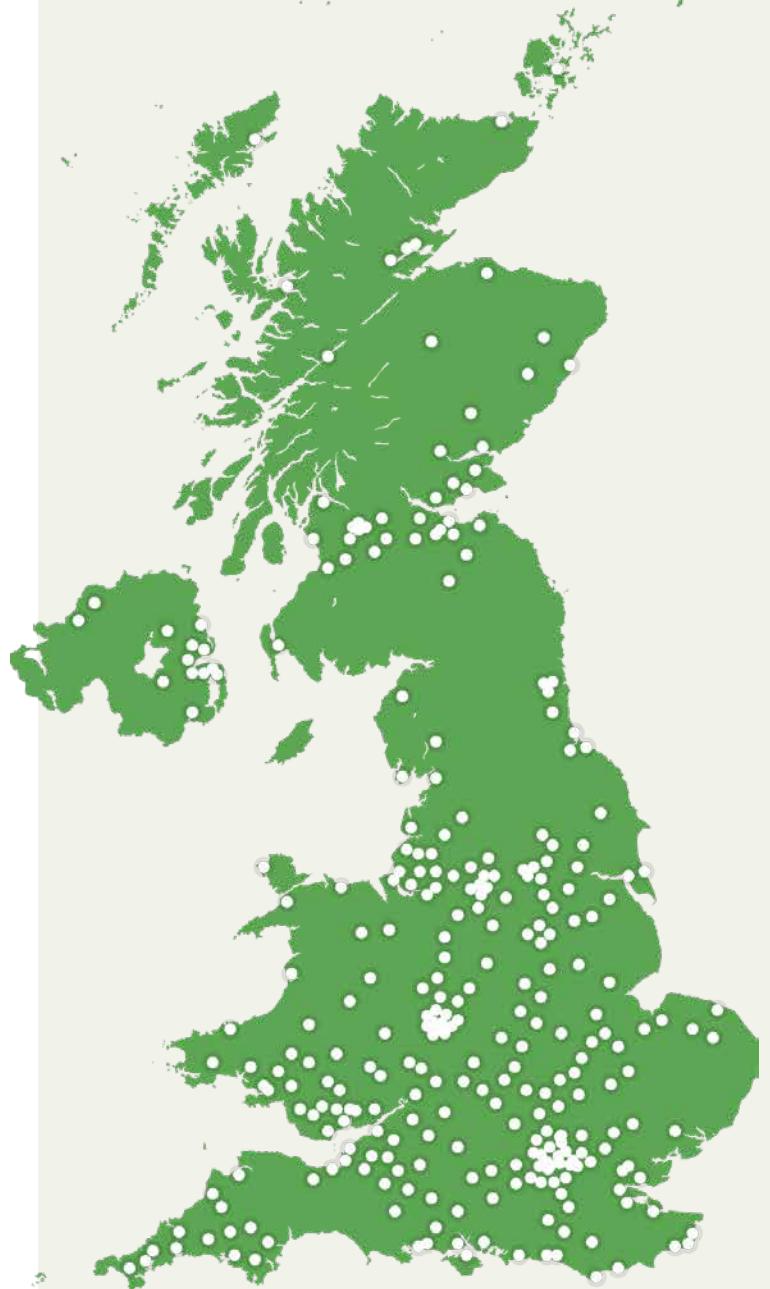
Thirteen million people live below the poverty line in the UK, with individuals going hungry every day for a range of reasons, from benefit delays to receiving an unexpected bill on a low income.

The Trussell Trust's mission is to bring communities together to end hunger and poverty in the UK by providing compassionate, practical help whilst challenging injustice.

The Trussell Trust supports a network of over 400 foodbanks run by local community groups and charities across the UK, giving emergency food and support to people in crisis across the UK, where thirteen million people live below the poverty line. In the last year we gave 1,332,952 three day emergency food supplies to people in crisis.

We've been supporting our Foodbank Network to develop into community hubs, providing people in need with emergency food and a range of support in one location and helping to break the cycle of poverty.

The Trussell Trust also runs a range of social enterprise projects in Wiltshire, Dorset and Hampshire, which provide valuable volunteering opportunities, reduce waste and generate funds to support our work across the network.

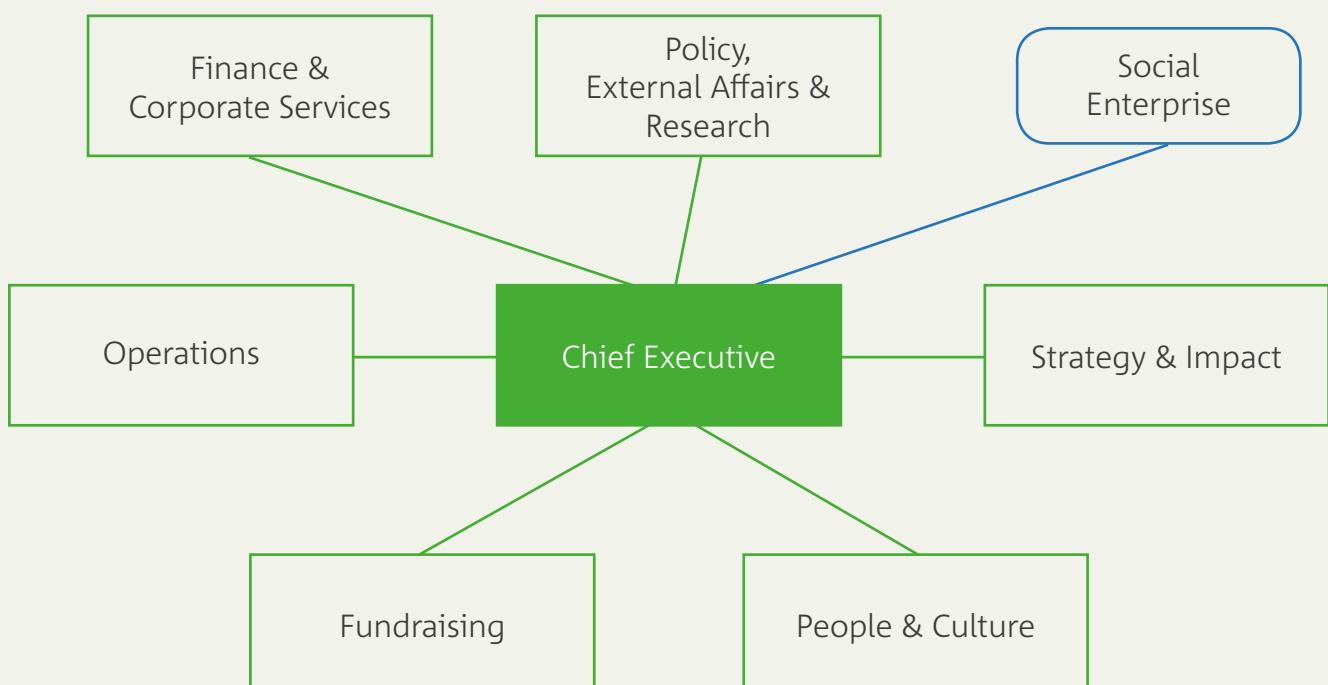




## HOW WE WORK

Our head office is based in Salisbury, Wiltshire, with satellite offices in London and Coventry and team members based across the UK.

Our support for over 420 foodbanks across our network is delivered through six directorates reporting into our Chief Executive;





## VISION, MISSION AND VALUES

### OUR VISION:

To end hunger and poverty in the UK.

### OUR MISSION:

Bringing communities together to end hunger and poverty in the UK by providing compassionate, practical help with dignity whilst challenging injustice.

### OUR VALUES:

The Trussell Trust is committed to **community** built on **diversity, tolerance, cooperation**, and **mutual respect**; we want to contribute to society and demonstrate social responsibility. Our values are important to us, and we aim to live them out in all areas of our work.

We are **passionate** about what we do and the difference it makes in the lives of others

We are **compassionate**; we give selflessly and put others before ourselves

We hold ourselves **accountable**: we acknowledge and assume responsibility for actions, decisions, and consequences – as individuals and as an organisation.

We are **innovative**, with the ambition to pursue new and creative ideas that have the potential to change lives for the better.

We **empower** and **encourage** staff, volunteers and clients to take the initiative and achieve their best, in a safe environment where mistakes are viewed as learning opportunities.



# THE ROLE

**Department:** Social Enterprise

**Responsible to:** Catherine Street/High Street Manager

**Responsible for:** No direct reports

**Hours:** Part-time 20 Hrs. Must be flexible and available Mon–Sat, incl. some evenings & weekends.

**Based:** Salisbury

## ROLE OUTLINE

The Assistant helps to ensure the Trussell Trust shops are run in an effective and efficient manner. Your primary goal is to assist the Trussell Trust Shop Manager: as you would expect in such an important role, you will have a wide range of responsibilities. These include: promoting the vision of the charity, maximising sales and maintaining and increasing standards of customer service.

## RESPONSIBILITIES

- Assist in the running of the shops and be prepared to hold shop keys and open and close the shop following the shop security guidelines
- Ensure donations are sorted, cleaned, priced, and on display in such a way that sales are maximised in relation to targets set by the Trussell Trust shop manager
- Liaise with customers and supporters to promote the work of The Trussell Trust
- Help the shop manager supervise staff, purchases and Gift-Aid procedures. Maintain high hygiene standards and ensure health & safety requirements are met.
- Help to oversee all volunteers through initial induction, daily task allocation, monitoring of work, and individual development to ensure exceptional customer care and optimal volunteer experience
- Provide the necessary cover for the Trussell Trust shop manager during absences. There will be periods of lone working involved; during these

times of cover you will be responsible for all aspects of the shops including the cash register and its contents; health, safety, and security of staff and customers; ensuring money is secured and/or banked at the end of day

- During times of sickness or holiday, cover other Trussell Trust shops in the Salisbury area.
- Help to maintain petty cash and assist in producing weekly balanced accounts and cash reconciliation for the Trust Bookkeeper
- Properly adhere to the Trussell Trust Shop protocols, procedures & confidentiality
- Bring to the attention of the Shop Manager any concerns about the shops, particularly security, staff and volunteer issues
- Develop a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team.
- Promote collaborative working across the team and with other teams across The Trussell Trust

Any other reasonable duties as specified by the line manager to support the work of the Trust.

Your Sales Assistant role may bring you in regular contact with under 18's and adults with care and support needs; therefore you may be required to undergo a DBS check.



## THE PERSON

Requirement	Measures of success (Key Performance Indicators)
Experience of retail.  Knowledge of Health and Safety in relation to the retail sector.  Knowledge of manual handling procedures.	Provides efficient and effective assistance to the Shop Manager in the daily running of the Salisbury shops.
Exceptional communication and interpersonal skills	Able to work with a broad mix of people who may be facing difficult life decisions.  Works well with the Shop Manager to deliver the key outputs for the Salisbury Shops within the Social Enterprise team.
Experience of daily shop routines (e.g. cashing up, reconciliation, opening and closing the shop).	Performs daily shop routines with a high level of reliability and efficiency.
Proven marketing ability including visual merchandising.	Ability to arrange creative and enticing displays of merchandise to maximise sales.
Experience of the charity retail sector	Demonstrates an understanding of the particular environment of the charity retail sector and operates appropriately.
Experience of working with volunteers.	Demonstrates an ability to deliver exceptional customer care through the overseeing of volunteers.
Ability to work unsupervised.  Ability to work under pressure and to deadlines.  Well organised and able to juggle competing priorities.	An understanding of the work of the Trussell Trust.



## BENEFITS OF WORKING WITH US

SALARY: £8.75 PER HOUR

People are the most important thing The Trussell Trust has – without our people we could not achieve any of our goals.

Our people are passionate about our cause and the difference it makes in the lives of others. The benefits package we offer employees to support them in delivering their crucial role includes the following:

### **Personal development programme**

Continuous Personal Development is actively encouraged and training opportunities explored

### **Pension**

Matched contributions up to 8%

### **Health scheme**

Allows employees to claim money off healthcare bills.

### **Enhanced sick pay**

Four weeks of contractual hours on full pay and four weeks of contractual hours on half pay after completion of probationary period, remainder at statutory rate

### **Enhanced contractual leave**

Five additional days above statutory entitlement (33 days in total including bank holidays) [pro rata for part-time hours]

### **Potential to buy/sell contractual leave**

Up to five days (pro rata)

### **Enhanced maternity/paternity/adoption/shared parental leave pay**

100% of earnings for the first eight weeks, 50% of earnings for the next twelve weeks, remainder at statutory rate

### **Flexible working**

Core hours 10am – 4pm where role allows & in agreement with line manager

### **Group life [death in service] scheme**

Three times annual salary to nominated beneficiaries

### **Plus**

Three paid days of compassionate leave.



## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- Then separately upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position please call 01722 580 209 or email [people@trusselltrust.org](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)