



# SALES ASSISTANT

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 2018 and 31<sup>st</sup> March 2019, The Trussell Trust's Foodbank Network distributed 1.6 million three-day emergency food supplies to people in crisis, a 19% increase on the previous year. More than half a million 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



## WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million\* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

**Together, we can end hunger and poverty in the UK.**

\*14.2 million people in the UK population are in poverty.  
The Social Metrics Commission, 2018

## 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 practice them in all areas of our work - from the way our food bank centres support people in crisis, to how we interact with our own staff.

We are **passionate** about what we do and the difference it makes. We are **compassionate**, giving selflessly and putting others first. We hold ourselves **accountable**, taking responsibility for our actions and decisions, and their consequences.

We are **innovative**, with the ambition to pursue new, creative ideas. We **empower** and encourage staff, volunteers, and clients to achieve their best in a safe environment.



## HOW WE WORK

Our head office is based in Salisbury in Wiltshire, with satellite offices in London and Coventry.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- People & Culture
- Fundraising

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

## OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include **matched pension contributions** of up to 8%, **group income protection**, **payroll giving**, **flexible working**, **season ticket loans**, and **enhanced contractual leave**.

To find out more about the full range of benefits we offer, visit [www.trusselltrust.org/about/jobs/employee-benefits](http://www.trusselltrust.org/about/jobs/employee-benefits).



## THE ROLE

**Directorate:** Social Enterprise

**Responsible to:** Shop Manager

**Responsible for:** No direct reports

**Hours:** Part-Time (30 hours per week).

Must be flexible and available Mon –Sat, incl. some evenings & weekends.

**Salary:** £14,040 per annum plus benefits

**Based:** Dorset



## ROLE OUTLINE

Help to ensure the Trussell Trust shops in Dorset are run in an effective and efficient way. Promote the vision of the charity and maximise sales. Provide the volunteer team with a stimulating and supportive environment and maintain and increase standards of customer service.

## RESPONSIBILITIES

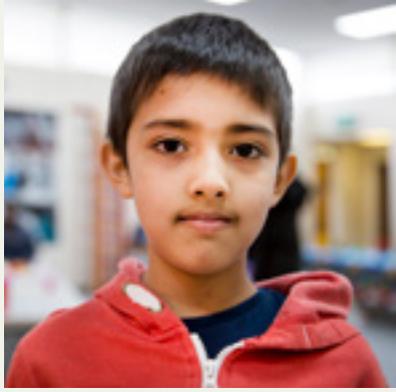
- Assist the Trussell Trust Shop Managers to supervise volunteers (including under 18s and adults with care and support needs), purchases and Gift-Aid procedures, ensuring the shops are run to a high standard in accordance with the Trussell Trust retail operations manual.
- Help to coordinate the sorting, stocking, cleaning and volunteers in the Shop Managers absence.
- Properly adhere to the Trussell Trust Shop protocols procedures & confidentiality.
- Maximise sales in relation to targets set by the Trussell Trust shop managers and the Retail Area Manager.
- During times of cover to be responsible for all aspects of the shop 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
- Key holder responsible for opening and closing of the shop following the shop security guidelines.
- Liaise with customers and supporters to promote the work of The Trussell Trust.
- Bring to the attention of the Trussell Trust Shop Managers any concerns about the shops, particularly security and volunteer issues.
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring of progress towards them
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
- Promote collaborative and flexible working across your department and the wider Trust.

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



# PERSON SPECIFICATION

| Requirement   | Measures of success  |
|---|--|
| <p>Experience working with volunteers and a demonstrable affinity for this type of work.</p> <p>Compassionate and receptive towards supported volunteers' needs.</p>  | <p>Demonstrates emotional intelligence required in the role.</p> <p>Previous role in third sector or voluntary work</p> <p>Experience in similar role</p>  |
| <p>Experience of retail</p> <p>Knowledge of Health and Safety in relation to the retail sector</p> <p>Knowledge of manual handling procedures</p>   | <p>Provides efficient and effective assistance to the Shop Managers in the daily running of the shops.</p>   |
| <p>Demonstrable ability to work independently with minimal supervision as part of the wider team</p>  | <p>Has a clear idea of priorities and manages time appropriately. Delivers key outputs and responds to requests in a timely fashion.</p>   |
| <p>A calm and professional manner especially when dealing with members of the public and visitors</p>   | <p>Experience liaising with customers</p>  |
| <p>Excellent social skills, able to operate with diplomacy, tact and empathy at all levels</p>  | <p>Shows good interpersonal skills, is communicative and approachable.</p>   |
| <p>Is able to work through challenges in positive and effective ways.</p> <p>Clear understanding of the need to maintain confidentiality</p> <p>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos.</p> | <p>Demonstrate resilience, resourcefulness, flexibility and perseverance.</p> <p>Demonstrates personal integrity and commitment to the values of the Trust.</p> <p>Able to represent the Trust and its values effectively.</p> <p>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds.</p> |
| <p>Commitment to occasional need to work outside of normal working hours and travel throughout the UK.</p>  | <p>Willing to be available for work-related travel.</p>  |



## 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)

