



RETAIL 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 1st April 2019 and 31st March 2020, food banks in the Trussell Trust network distributed 1.9 million three-day emergency food supplies to people in crisis, a 18% increase on the previous year. More than 700,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level 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.

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 **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



How we Work

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

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 (including Charity Retail)
- Policy, External Affairs & Research
- Strategy & Impact
- Public Engagement

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/employee-benefits.



The Role

Department:	Charity Retail
Responsible to:	Shop Manager
Responsible for:	No direct reports
Hours:	Part time hours available (22.5 hours per week). Must be flexible and available Mon –Sat, incl. some evenings and weekends.
Salary:	£9.50 per hour plus a comprehensive benefits package.
Based:	Verwood, Dorset and surrounding shops



ROLE OUTLINE

This role will help to ensure the Trussell Trust charity shops are run in an effective and efficient way. You will provide day to day support to aid the maximisation of sales. You will help to provide the volunteer team with a stimulating and supportive environment and give the highest standards of customer service.

Responsibilities

- Maximise sales in relation to targets set by the Trussell Trust shop managers and the Retail Director
- 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
- 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
- Help to coordinate the sorting, stocking, cleaning and volunteers in the Shop Managers absence
- Ensure the PAT testing of all electrical goods to enable products to be sold within the retail sites
- Properly adhere to the Trussell Trust Shop protocols procedures & confidentiality
- 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 your 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>Physically fit</p>	<p>Demonstrate the ability to lift and manoeuvre furniture safely</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.</p> <p>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 travel and work outside of normal working hours</p>	<p>Is willing to be available for work related travel.</p> <p>Willing to cover other shops and warehouse when necessary.</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 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)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email sally.osment@trusselltrust.org.

www.trusselltrust.org/jobs

