

Retail Support Assistant Job Description

Job Title: Retail Support Assistant

Department: Retail

Responsible to: Retail Area Manager

Location: Dorset

Main Purpose of the Role



Do you love being at the heart of the charity retail community? Are you a real 'people person,' who also takes great pride in being super-organised? If so, then we may just have the perfect, brand-new role for you!

We have a network of 7 bustling charity shops, which play an integral part in supporting the work we do as a charity, and in helping us to promote the importance of our animal rescue mission within the communities we serve.

We are now on the lookout for a positive team member, who would enjoy a role where no two days are ever the same. Joining us for 2 days per week, this person would take the lead on coordinating retail van donation collections, and the workload for our van volunteers. This would include assisting with furniture collections and deliveries, and other wide varieties of items we are fortunate enough to receive from our supporters.

In addition to helping operationally, our new team member will assist with composing our staff and volunteer rotas, and will sometimes provide management cover within our fabulous shops. A love of animals is a real must, as all of our 7 charity shops are proud to be very dog-friendly.

An Overview of the Role

- Organise, schedule and assist (where necessary) with van collections & deliveries
- Liaise with supporters to plan van movements
- Assist Retail Area Manager with composing staff & volunteer rotas
- Provide great quality supporter services, building strong internal & external relationships
- Maintain a solid team of volunteers to support the successful running of the retail van
- Provide holiday & sickness cover for your team and other staff members as required, which may sometimes mean working additional and / or (occasional) weekend hours



About You



We would love you to apply for this exciting & varied role, if you:

- Like to manage people, and are also not shy to muck in and get involved with the physical & heavy-lifting side of the work.
- Are highly organised, relish the challenge of beating targets and take a great deal of pride in promoting a positive & happy working environment.
- Can see the potential value in the amazing and unusual donations we are fortunate enough to receive.

We are looking for someone who is confident on the telephone and when using a computer.

Above all, if you would like to know you are part of a team where rescue animals and their welfare are at the heart of everything we do, and delivering great supporter services are an important way to achieve our mission, then we are waiting to hear from you.

This role covers 16 hours per week, on site at our charity shops and in the wider Dorset area, with a salary of £9,518.08 per annum.

