



Job Description

New-U Enterprises is a charity with the primary aim to offer work experience opportunities to young people furthest from work or training, via work placements in our shop in Castle Quarter, Norwich. We are a swap shop where quality clothes and accessories are donated in return for swap tokens which can be spent on other items in store.

- Role Title:** Saturday Shop Assistant
- Responsible for:** To provide excellent customers service in our clothes and accessories swap shop
- Accountable to:** Shop Manager
- Main Purpose:**
- 1) To support the shop staff in the day to day management of clothes sales, swap & loan shop in Castle Quarter Norwich
 - 2) To work with the shop staff to efficiently and effectively support people on work experience placements
- Hours:** 7 hours each Saturday
- Salary:** National Living Wage (£4.55 - £8.72 per hour)
- Contract:** 6 months; 5/10/2020-27/02/2021

Job Role:

1. To assist the shop staff in ensuring people on work placements are reaching their full potential whilst on placement by offering empathy, support and leading by example
2. To assist the shop staff in the day to day running of the shop including stock control and quality control
3. To support the shop manager on social media and marketing activities to maximise in-shop and on-line sales
4. To ensure agreed swap/loan processes are followed by all involved, including the general public
5. To ensure that all appropriate standards of security, health and safety are met
6. To ensure records, paper and electronic, are accurate and maintained
7. Attend all necessary internal/external training courses and meetings as required

Attributes	Essential	Desirable
Knowledge and Experience	Reliability and good organisational and administration skills Experience of delivering excellent customer service	Knowledge of the issues and difficulties facing long term unemployed people

	<p>Awareness of Health and Safety legislation</p>	<p>An interest and belief in sustainable fashion</p> <p>Experience in a retail setting</p> <p>Knowledge of fashion trends and creating visual displays</p> <p>Evidence of understanding of safeguarding legislation in relation to children and vulnerable adults and knowledge of issues facing young people</p>
Skills and Abilities	<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 using initiative, resourcefulness and lone-working</p> <p>Knowledge of ICT applications (e.g. Word, Excel, etc.) and excellent keyboard skills. Ability to learn new systems</p>	<p>Understanding of the value and goals of New-U to contribute to future planning and stakeholders involvement</p>

To apply send CV and covering letter to sue@new-ultd.co.uk detailing why you feel you are the best person for this role and how you meet the person specification by 5pm Friday 7th August. Interviews will take place on Wednesday 11th August in Castle Quarter, Norwich.