



Shop Team Members - PT / FT

Y.O.U Oxford is more than just a shop. What started as a pop-up has become the heart of our business, acting as a showcase for our products, with a customer-centric approach and commitment to sustainability. In the centre of Oxford's historic Covered Market, we have created a welcoming and accessible space where our brand, story and products are brought to life by our friendly, knowledgeable team and fantastic customer service.

This is more than just a shop job - it's a chance to become a core part of an independent, purpose-driven retail business and certified B Corp that is trying to make a difference.

Overview

We're looking for friendly, pro-active and customer-focused people to join our Y.O.U Oxford team. We've created a vibrant hub in the heart of Oxford and we now need people with retail / customer-facing experience to help deliver an exceptional experience for customers, ensuring our shop always looks and feels amazing, and that it supports the values and mission of our wider business. With a keen interest in sustainability and a genuine love of people, this is a great opportunity for an independent, outgoing person to be part of a small friendly team working towards a bigger goal.

What do our Shop Team Members do?

You will create a helpful, positive and exceptional experience for all of our customers. On a daily basis you will be helping customers find their perfect pair of undies or best-fitting bra, explaining the story behind our products and business and why sustainable fashion is important. You will also be showing the impact each customer has in supporting us and answering questions, as well as recommending gifts and products from across the different businesses we support. You will also be doing all the usual retail tasks of checking stock, organising shelves & improving displays, cleaning, stock taking, and opening & closing tasks. You will be the face of our business and will have the opportunity to get more involved in what we do and our plans to change the world through pants!

Is this you?

- Passionate about amazing customer service.
- Outgoing, friendly & confident - you need to be up for talking to every single person who comes into our shop.
- Strong attention to detail and taking pride in your work, willing to go the extra mile to make a customer's day.
- Independent and a self-starter, able to deal with the mix of quiet and busy times in the shop, keeping busy & juggling tasks whilst always maintaining focus on customers.
- Flexible & a great team player, able to work both weekdays and weekends, and interested in taking on additional responsibility and supporting the wider team.
- A fast learner who is interested in our products & up for learning lots in a rewarding & fun environment.
- Passionate about sustainability & keen to work as part of a like-minded team within an ethical business.
- Has previous experience in a retail or customer-facing environment.

What are the benefits?

- Being a member of a fun, friendly & supportive team within an independent business who genuinely cares about its team, community & wider mission to make a difference.
- A chance to grow and develop within a sustainable B Corp certified business.
- A competitive salary at the Oxford Living Wage.
- Membership of company pension scheme (if applicable).
- Team socials, planning and training days.
- Product and shop discounts.
- Various discounts from local shops and the wider B Corp community.

The practical bits:

Location: Oxford

Position type: full time or part time

Hours: Flexible, but will include weekdays, weekends and some early evenings.

Pay: Hourly at Oxford Living Wage (currently £12.49/hour).

Interested?

Get in touch! We'd love to hear more about you and why you're interested in this role, so send a covering letter and CV to careers@youunderwear.com.

Y.O.U Underwear is proud to be an equal opportunities employer, and is committed to creating a diverse and inclusive environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, genetics, disability or age.

March 2024.