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**Job Description**

**Retail & Admin Support: minimum 8 hours per week**

**NB. post is temporary for 6 months and will be reviewed dependent on availability of funding after this time.**

**Salary: NMW: Age 16-20**

**NLW: Age 21+**

**Job Duties**

• To support the full retail function of the organisation, including shop, online shopping and at sales events and markets.

• To develop an understanding of the product range to be able to support customer decisions.

• To demonstrate an enthusiasm for high quality customer service.

• To assist with stock taking measures and maintain accurate sales records, basic admin support including emails and use of spreadsheets.

• To assist with unpacking orders and merchandising of products. Ensuring the relevant person is notified of product shortages to enable re-ordering.

• To prepare online orders for dispatch and apply accurate postage.

• To assist in maintaining a healthy, safe and clean retail space suitable for members of the public to access.

**This is not an exhaustive list and the post holder will be expected to carry out other duties from time to time which are within the scope of this role.**

**Person Specification**

**We ask that you identify how you meet these criteria on the application form by providing examples of workplace situations or examples of other experiences you have had which demonstrate that you possess these skills.**

**Essential:**

* Customer Service Skills, preferably gained within a retail setting. If this is a first time employment we ask that you give an example of what you consider to be good customer service on your application.
* Communication skills. The successful candidate must be able to demonstrate an ability to communicate effectively with customers and people who use our services. An understanding of, or lived experience of mental health conditions and how they can affect people would be advantageous.
* IT Skills. Previous experience of using basic software packages in a workplace setting such as Excel, Word and email. Training will be provided on more specific software packages which are used within the role.

**Desirable:**

* As our products are considered to be within a niche market, an existing interest or knowledge in arts, crafts, heritage skills, textiles or yarn would be an advantage.

**Inspiring Yarns is a social enterprise which supports people to use their creativity to improve their mental health and wellbeing. As an organisation we have an equality and diversity policy, to ensure that we have representation from across the communities in which we work. At present, our team is currently underrepresented by males, LGBTQIA+ and Ethnic Minority groups, so we would particularly welcome applications from these groups.**

**We will pro-actively support candidates with a disability in all stages of our recruitment process and encourage you to disclose any aspects of a disability you may need support with on your application form, as this also includes reasonable adjustments to the interview process itself. The interview will be competency based and marked against the essential and desirable criteria as above.**

**Applications must be returned by email (**[**hello@inspiringyarns.co.uk**](mailto:hello@inspiringyarns.co.uk)**) by 5pm on 6th September with interviews taking place on 11th September. Monitoring forms must be returned using Google Forms and using only the application reference number provided along with your application. If you need specific supports to apply to accommodate a disability please email** [**hello@inspiringyarns.co.uk**](mailto:hello@inspiringyarns.co.uk) **as soon as possible indicating the nature of your disability and any reasonable adjustments you need to support you through the process.**