**Application Information Pack**

**Job Title:**
Retail Assistant, part-time

**Accountable to:**
Shop & Volunteer Manager

**Location:**
Quaker Shop, 541 Lisburn Road, Belfast

**Purpose:**
To support the Shop & Volunteer Manager in the efficient and effective day-to-day running of the Quaker Shop, contributing to a welcoming retail environment and ensuring a high standard of customer service.

**Application closing date:**

7th May 2025 5pm

**Main Areas of Responsibility:**

1. Contribute to a friendly and engaging shop atmosphere that attracts and retains customers.
2. Deliver excellent customer service and help build positive relationships with the local community.
3. Assist in creating and maintaining a supportive, inclusive environment for volunteers.
4. Provide guidance and oversight to volunteers in a respectful and effective manner.
5. Operate and supervise operation of the till, finalise daily takings, and follow shop opening and closing procedures. Training will be provided.
6. Appropriate delegation of actions to sort and prepare donated stock, including steaming clothes and organising bric-a-brac, books, and accessories.
7. Uphold the image and values of Quaker Service in all aspects of your work.
8. Maintain confidentiality at all times.
9. Maintain a safe customer, volunteering and working environment. Training will be provided.
10. Work effectively and collaboratively alongside other Quaker Care Ltd and Quaker Service staff and volunteers.
11. Undertake any other reasonable duties as required.

**Person Specification:**

* Retail experience.
* A passion for pre-loved fashion and sustainable homeware retail is essential.
* Strong interpersonal skills and a friendly, outgoing manner.
* Ability to work independently and take responsibility for the shop when required.
* Confident in supporting and supervising volunteers.
* Reliable, flexible, and able to use initiative.

**Terms and Conditions**

**Hours of Work:**
8 hours per week, to be worked over two shifts. Occasional additional hours may be available to cover staff holidays and absences.

**Salary:**
£12.60 per hour – Quaker Service is an accredited Real Living Wage employer.

**Leave:**
13 days (including statutory days, calculated pro-rata)

**Additional Information – Quaker Shop Retail Assistant Post**

**About the Role**
We are seeking a motivated and dependable individual to join our team. The Retail Assistant will play a key part in the operation of the shop, especially in the absence of the Shop & Volunteer Manager. The post holder must be capable of working independently, supervising volunteers, and providing excellent customer service.

You will have a keen interest in pre-loved fashion, homewares and charity retail, and be enthusiastic about sustainability and community engagement.

**The Quaker Shop**
Located on the Lisburn Road in Belfast, the Quaker Shop plays a vital role in supporting our work. Managed by the Shop & Volunteer Manager and supported by a dedicated team of volunteers, the shop provides a friendly and welcoming space for the local community. The Retail Assistant role ensures consistency, quality of service, and extended opening hours. The Quaker Shop is the retail function of the social enterprise Quaker Care. Profits made by Quaker Care are covenanted to our parent charity Quaker Service.

**Quaker Service**
Quaker Care Ltd and the Quaker Shop were set up by the charity Quaker Service to help develop financial support for their charitable work in communities and NI prisons. Quaker Service’ concern is that justice, fairness, and opportunity are not experienced equally by everyone in our community and the charity looks to address this through translating Quaker values into action. These values are Peace, Equality, Integrity and Sustainability.

Because all human life is of equal worth, we hope to work creatively for **peace** and reconciliation. We seek to give voice where a need presents itself and to find creative ways of dealing with conflict by appealing to the capacity for understanding in ourselves and in others. We recognise the importance of human relationships for individuals, families, and communities. We believe that working in partnership with others to restore positive relationships is beneficial in bringing about reconciliation and can lead to change.

Our belief in **equality** inspires us to challenge those in power and to try to change systems that cause social injustice and hinder us from being a caring community. We aim to treat all people fairly and without judgement, respecting and accepting all, regardless of individual circumstances. We are true to the commitments we make and steadfast and compassionate in the support we provide. Clear sighted as to our purpose, we work quietly and with **integrity.**

As an organisation we seek to ensure that we are financially healthy, that we use our resources responsibly and that we work collaboratively to ensure the best outcomes for those we serve. Aware of our impact on the planet, we recognise our personal and collective role in promoting **sustainability** and of proactive environmental management.