

Store & Admin General Assistant

Job description

PLEASE PROVIDE A COVERING LETTER WITH YOUR APPLICATION DESCRIBING WHY YOU ARE APPLYING FOR THIS POST & WHAT YOU CAN BRING TO OUR TEAM

Job Overview:

We are looking for a **Store & Admin General Assistant** to provide support in the daily running of our Walkerburn shop. Tasks will be varied and a flexible and enthusiastic approach to the role is required. Our shop is a warehouse so the candidate must be prepared to work in this environment.

Duties will include:

- Assist and advise customers
- Take incoming calls from donors
- Making customers aware of the purpose & benefits of our charity
- Making customers aware of Gift Aid
- Booking in collections & deliveries using Google sheets
- Dealing with donations handed into the store
- Organising transfer of stock between our Walkerburn & Hawick stores
- Booking in & pricing donated items using EPOS system (Electronic Point of Sale)
- Taking payment in person & over the phone using EPOS
- Assist with moving stock around the warehouse
- Support volunteers on shop floor
- Comply with all Home Basics policies, procedures, practices and regulations
- Help ensure adherence to all health & safety requirements and guidelines
- Undertake other duties as appropriate to the post

Skills & Experience:

- Excellent customer service skills & ability to engage with customers
- Use of EPOS system
- Computer literate, including using Google Docs
- Office admin, filing & organisation
- Good literacy and numeracy
- Knowledge of Gift Aid would be an advantage
- Some knowledge of mean-tested benefits would be an advantage
- Knowledge of the geography and road systems for the Borders
- Knowledge of social media would be helpful

Personal Qualities:

- A passion for re-use & helping our local community
- Team player

- A good level of fitness required for lifting and moving furniture
- Positive & self-motivated
- Excellent communication skills
- Attention to detail
- Flexibility to be able to multi-task & prioritise tasks
- Logical thinker, good problem solver
- Proactive
- Polite and courteous

Key Terms and Conditions

- Up to 28.75 hours per week. 5.75 hours per day, 10:00 – 4:15pm, with 30 minutes unpaid lunch break
- Possible option of part-time for the right candidate who is flexible with their availability & able to cover extra shifts as & when required
- Some Saturday shifts, 3.5 hours, 10:45-2:15pm
- Annual leave 7 weeks per year, 2 weeks of which to be taken over Xmas & New Year shut-down
- 3 month probation period
- Salary paid into bank account on 21st month

Start Date: ASAP

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Job Types: Full-time, Part-time

Pay: £12.60 per hour

Benefits:

- Company pension
- Employee discount
- Health & wellbeing programme
- On-site parking

Schedule:

- Monday to Friday
- Overtime
- Weekend availability

Work Location: In person

Application deadline: 14/03/2025