



**HOME
BASICS**

furnishing people's futures

Job Description : General Assistant / Warehouse Worker (Part-time)

Please provide a covering letter with your CV detailing how you meet the requirements outlined in this job description and person specification and what you think you would bring to the Home Basics Team to manager@homebasics.org.uk, by Monday 15th June.

Job Overview

The General Assistant/Warehouse Worker role provides support to the Home Basics Shop Manager and Assistant Shop Manager in the daily running of the Hawick warehouse/shop. Tasks will be varied and a flexible and enthusiastic approach to the role is required. **This is a physically demanding role and a good level of fitness is required.**

Who we are

Home Basics has been furnishing people's futures for nearly 25 years as a local furniture and household reuse charity working across the Scottish Borders, ensuring affordable furniture is accessible to people in urgent need of furnishing a comfortable home. Our quality household and furniture items are also available to everyone to purchase at competitive prices through our two retail stores in Walkerburn and Hawick. Home Basics is dedicated to having a positive impact in three key areas of today's society: People, Environment and Local Community.

Responsibilities and Duties

- Deliver a high level of customer service to the public; face to face, incoming calls, messages and emails.
- Assist and advise customers and undertake sales and deliveries.
- Assist with the sorting and pricing of donated items and booking stock onto the computerised point of sale (POS) system.
- Assist with moving stock around the warehouse.
- Schedule collections from donors & deliveries to customers; manage an efficient schedule for the van to maximise the use of its capacity & minimise fuel consumption
- Re-arranging display of furniture to keep the sales areas tidy, safe, and accessible
- Work alongside volunteers, providing guidance and support.
- Comply with all Home Basics policies, procedures, practices and regulations.
- Undertake role-related training as required.
- To help ensure adherence to all health & safety requirements and guidelines.
- Provide occasional holiday and sickness cover, in agreement with the Manager.
- To undertake other duties as appropriate to the post.

Key Terms and Conditions:

Contract: Permanent
Hours: 12.25 hours per week - 2 week days & alternate Saturdays, agreed with Manager
Rate: £13.45 p/h (£24,479 per annum FTE)
Linked to Living Wage Foundation
Annual leave: 7.6 weeks per year, pro-rata. 2 weeks to be taken over Xmas & New Year.
Benefits: Generous staff discount and access to Employee Assistance Programme

Closing Date: 15th June 2026

Start Date: ASAP

Additional Requirements

- Two references must be provided.
- For insurance purposes, applicants must be over 25 years of age.

Person Specification

PERSONAL QUALITIES

- Self-motivated, enthusiastic and passionate about the cause
- Logical thinker, good at problem solving
- Excellent communication skills
- Ability to work well under pressure
- An eye for detail and accuracy
- Flexibility to be able to multi-task
- Polite and courteous
- A good level of fitness required for lifting and moving furniture

EXPERIENCE & SKILLS

- Experience in dealing with members of the public
- Excellent customer service skills
- Friendly, professional telephone manner
- Good literacy & numeracy
- Use of EPOS or similar retail system
- Experience of office systems, filing, organisation and logistics
- Good working knowledge of Windows & general IT knowledge (inc. Microsoft Word, Excel, internet, email and social media).
- Good knowledge of the geography and road systems for the Borders
- Knowledge of means-tested benefits would be an advantage
- Ability to work independently and as part of a team
- Flexible with the ability to multi-task
- A good understanding of Gift Aid
- A sound understanding of GDPR
- Full manual driving licence as some delivery vehicle operation may be required. Applicants must be over 25 years of age for insurance purposes
- A Disclosure Scotland PVG check may be required for this post.