

Title: Shop Assistant

Reports To: Shop Manager, Assistant Managers

Location: Yate, Bristol, BS37 4AP

Company Profile: We are Great Western Air Ambulance Charity, dedicated to providing air ambulance and critical care services across Bristol, North Somerset, Bath & North East Somerset, Gloucestershire, South Gloucestershire and parts of Wiltshire.

From volunteers, to fundraisers, to highly skilled paramedics, to senior consultants, we are a team, working to save lives that would otherwise be lost. Our work is deeply satisfying, and every member of the team is committed to this service, and to saving as many lives as we can. We seek to continually develop and adapt our activities to meet the needs of local communities, being innovative and creative in our approach.

Job Summary: Play your part in our charity's second retail shop, a large unit in the heart of a vibrant local shopping area. The post holder will assist in the day to day running of the shop, under the guidance of the Shop Manager and Assistant Managers, taking pride in increasing sales, generating income for the charity and attracting volunteers and donations.

Hours of work: 25 hours per week (3 or 4 days)

Duration: 6 months (as part of the Kickstart initiative).

Areas of Responsibility (with training and assistance):

- Serving customers, taking cash and providing great customer service
- Carrying out shop opening and shop closing procedures
- Sorting through donated items and pricing stock
- Creating window and shop displays
- Keeping the shop tidy, clean and well organised
- Interacting with the general public
- Encouraging people to support GWAAC in other ways

Benefits (why join GWAAC):

- Being part of a friendly team, regularly meeting new people
- A sense of purpose in helping to raise awareness of your local air ambulance
- An opportunity to broaden your work experience and develop your CV
- The chance to give back to your local community
- Work in a fast paced, growing charity
- Opportunity to use your talent to make a real difference

What we expect from you:

- Happy to interact with people from all walks of life to spread the word about GWAAC
- Learn about what we do and develop a passion for our life-saving cause
- Adaptability, reliability and flexibility
- Ability to work in a team and follow guidance of Shop Manager and other staff.

This description does not attempt to describe all the activities of the post and placement holders may be offered development.





Person Specification

Skills, knowledge and experience

Experience of working in a retail shop or customer service environment	E
Good ICT and EPOS skills	D
Experience of working in a team	D

Personal qualities

Willing to learn and commit to the vision, values and work of Great Western Air Ambulance Charity	E
Excellent people skills, with ability to develop strong working relationships, internally and externally	E
Ability to work collaboratively as part of an effective team	E
Ability to complete tasks on time and to a high standard, demonstrating a can-do attitude and excellent attention to detail	E
A commitment to professionalism and excellence	E

Other requirements

Willingness to be flexible with working hours, depending on the demands on the role	E
Compliance with organisational policies, procedures and Codes of Conduct	E
Willingness to travel regionally for training	D
Full, clean UK driving licence	D