



JOB DESCRIPTION

CHARITY SHOP RETAIL ASSISTANT



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

PATRON HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickie, PhD

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

To maximise the sales potential of the charity shop, by efficiently sorting, pricing, and displaying donated goods, as well as interacting with all donors, customers, and volunteers in a friendly and courteous manner.

A primary component of this role is to support our busy collection and delivery schedule, regularly driving our van when required, and ensuring we use our resources for the movement of furniture as efficiently as possible.

CHARITY SHOP
RETAIL ASSISTANT

DEPARTMENT

Retail

REPORTS TO

Charity shop supervisor

HOURS

Full-time

TERM

Permanent

LOCATION

Jersey



PRINCIPAL ACCOUNTABILITIES

- Efficiently sort and price donations, in order to expedite their removal from the sorting room and make items available for sale.
- Frequently drive our store van (size L2H2) to support and enhance our delivery and collection schedule, increasing sales opportunities in our furniture category.
- Take ownership of the delivery and collection diary, so that our staff and volunteer resources are used as productively as possible.
- Work with our team of staff and volunteers to improve consistency and clarity regarding furniture deliveries and collections.
- Use appropriate manual handling practices for the sorting, lifting and moving of items - training will be provided.
- Accurately recycle unsaleable goods.
- Provide a high level of customer service in the charity shop and donation lane.
- Induct and support volunteers with care and understanding, helping to maximise effort and record their time.
- Be aware of the overall charity shop objectives, how they relate to you, and how your daily activities contribute to the success of the department.
- Meet agreed individual and team performance targets.
- Approach all enquiries in a professional, timely and courteous manner. This may be in person, on the telephone or via e-mail.
- Keep up to date with current stock availability, communicating this information to volunteers, colleagues and customers when necessary, in order to maximise sales opportunities.
- Display merchandise in an attractive manner and assist with regular stock rotation.
- Ensure that the shop premises and back-of-house areas are always clean and tidy.
- Research item prices online when unusual items are donated.
- Assist with the development of processes and then listing of items on secondary selling sites, such as Facebook and eBay, to maximise the sales potential and value of selected items.
- Attend training courses when required.
- Be proactive with your personal development at work, striving to be the best in what you do, taking pride in your work and your contribution to the team.
- Adhere to the health and safety regulations concerning your employment, promoting a safe environment for volunteers, yourself, your colleagues and our visitors.
- Occasionally provide cover at other Durrell retail sites when the need arises.
- Any other tasks which are consistent with the duties and responsibilities of the post.



KNOWLEDGE, SKILL AND ABILITY

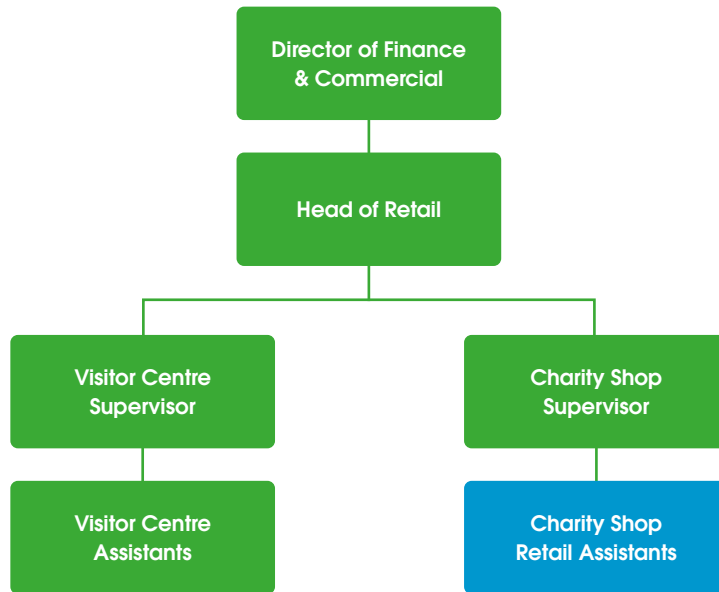
- The position will require you to regularly work some weekend hours.
 - Ability to work independently and prioritise tasks.
 - Strong people skills.
 - Thorough and disciplined work practices.
 - Able to use safe manual handling techniques for heavy items (training and equipment will be provided).
 - Computer literate – Microsoft Outlook, Excel, Better Impact.
 - A full driving license is essential.
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BEHAVIOURS AND VALUES

- Team spirited and inclusive, supportive approach.
- Sets and promotes a positive example. A positive outlook and 'can do' attitude is vital.
- Demonstrates initiative and accountability in problem solving.
- Ability to remain calm under pressure.
- Accepting of others strengths and weaknesses.
- Maintains a professional, polite, positive and respectful level of communication with colleagues and volunteers.



TEAM ORGANOGRAM



OUR LOCATION



**Durrell Wildlife Conservation Trust, Les Augres Manor,
La Profonde Rue, Trinity, Jersey, JE3 5BP**