



## JOB DESCRIPTION

# CHARITY SHOP ASSISTANT FULL TIME



**SAVING SPECIES FROM EXTINCTION | [WWW.DURRELL.ORG](http://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 Ogier Global (UK) Limited, 4th Floor, 3 St Helen's Place, London, EC3A 6A



# JOB PURPOSE

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

**CHARITY SHOP  
ASSISTANT – FULL TIME**

**DEPARTMENT**  
Charity Shop

**REPORTS TO**  
Charity Shop Manager

**HOURS**  
Full time time (35 hours per week)

**TERM**  
Permanent

**LOCATION**  
Jersey Zoo



# KEY RELATIONSHIPS

- Head of Retail and Visitor Experience
  - Charity Shop Manager
  - Charity Shop Assistant Managers
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## PRINCIPAL ACCOUNTABILITIES

- Efficiently sort and price donations, to expedite their removal from the sorting area and make items available for sale.
- Display merchandise in an attractive manner and assist with regular stock rotation.
- Regularly drive our store van (size L2H2) to collect or deliver items.
- Use appropriate manual handling practices for the sorting, lifting, and moving of furniture and fixtures around the premises – training and equipment will be provided. Furniture items are often large and heavy; it is essential that you are comfortable moving items of this nature and supporting your colleagues with this type of task.
- Monitor current stock availability, communicating this information to colleagues, volunteers, and customers to increase sales opportunities.
- Ensure accurate and efficient recycling of unsaleable goods.
- Research item prices when unusual items are donated.
- Provide an elevated level of customer service.
- Approach all enquiries in a professional, timely and courteous manner.
- Induct and support volunteers with care and understanding, helping to maximise contribution from volunteer hours and accurately record their time.
- Adhere to the health and safety regulations concerning your employment, promoting a safe environment for yourself, your colleagues, volunteers, and our visitors.
- To be aware of the overall charity shop objectives, how they relate to your role, and how your daily activities contribute to the success of the department.
- To 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.
- Meet agreed individual and team performance targets.
- Occasionally provide cover at other Durrell commercial sites when the need arises.
- Any other tasks which are consistent with the duties and responsibilities of the post.

# KNOWLEDGE, SKILL AND ABILITY

- Manual Handling: Ability to safely lift and move heavy items (e.g. furniture, donation bags, stock) using correct manual handling techniques.
  - Driving: Full time UK driving licence with experience driving a L2H2-size van (or similar); confident in navigating local areas and making collection/delivery runs.
  - Flexibility: Willing and able to work flexibly, including weekends and occasional extended hours as required.
  - IT Literacy: Confident using computers and digital systems (e.g. point-of-sale software, inventory tracking, email).
  - Time Management: Capable of managing multiple priorities effectively and meeting tight deadlines in a busy retail environment.
  - Work Ethic: Demonstrates thorough, reliable, and disciplined work practices with attention to detail and a commitment to maintaining high shop standards.
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# BEHAVIOURS AND VALUES

- Team spirited and inclusive, supportive approach.
- Sets and promotes a positive example.
- Demonstrates initiative and accountability in problem solving.
- Ability to remain calm under pressure.
- Accepting of others' strengths and weaknesses.



# 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.

