

job description



Position title	Re-use Shop Operative
Date	6 th October 2020
Line Manager title	Re-use Hub Manager
Grade	Hourly

Purpose

Are you passionate about re-use and retail? Through our waste contract with Greater Manchester Combined Authority, SUEZ has made a commitment to set up three re-use shops on our Household Waste Recycling Centres (HWRC) to resell donated items and generate £300,000 annually to be re-invested in social projects in Greater Manchester. The shop operatives will be in charge of the daily running of the re-use shops at Woodhouse Lane, Altrincham; Boysnope Wharf, Eccles and Arkwright Street, Oldham.

Key responsibilities

Retail :

- Work towards achieving the sales targets for the re-use shop.
- Responsible for merchandising of stock : sort, prepare, price and present donations for sale in order to increase sales and customer satisfaction.
- Serve and positively interact with customers and provide sales advice to ensure repeat custom.
- Operate the cash register. Count and reconcile cash and credit card receipts at the beginning and end of every shift.
- Manage stock and communicate to the re-use hub manager what stock the shop needs delivering.
- Process returns and refunds.
- Promote and maintain excellent customer service and retail standards, as well as equality and diversity to ensure we offer an accessible, safe and welcoming environment for all.
- Ensure goods are sold at appropriate value.
- Ensure that all rejected items are disposed of appropriately.
- Maintain the security of the shop premises, stock and cash.
- Make certain that collections and deliveries are arranged in an efficient and cost-effective manner.
- Assure the highest standards of housekeeping and the running of the shops.
- Encourage and promote the values of the shop and promote the charitable nature of the re-use scheme in Greater Manchester.
- Recruitment, training, management and support of volunteers.
- Motivate, organise and encourage teamwork within the workforce to ensure productivity targets are met or exceeded.
- Any other duties required to achieve the smooth and profitable running of the shop.

Key responsibilities [cont'd]

Relationships:

- Work closely with the re-use hub manager, re-use shop operatives, HWRC staff and drivers to ensure sufficient levels of stock to achieve sales targets, whilst educating of what items are saleable and in demand.
- Provide information as required to the hub manager to ensure regular publicity via social media.
- Ensure adequate cover to maximise trading hours.
- Provide cover and support at other re-use shops as required.

Policy Implementation:

- Establish that the shop is compliant and operates in line with Suez's policies and procedures and relevant legislation and Trading Standards.
- Ensure items sold are fit for sale, comply with legislation and have undergone the relevant function and safety checks.
- Assure items are received and displayed according to health and safety risk protocol.

Administration:

- Keep accurate and up to date information on all aspects of trading activities as required for regular reporting to the re-use hub manager and other relevant agencies (e.g. sales data, petty cash and weights of items etc.).

Skills

- Confident and positive communicator with individuals from all walks of life.
- Ability to follow procedures relating to sale of goods and dealing with returned products.
- Aptitude to influence customers' purchasing decisions by providing accurate guidance on product and price comparisons.
- Competency to use a variety of sales techniques.
- Ability to help match products to the customers' needs.
- Talent to distinguish between sellable reusable items and waste.
- An eye for quality products and ability to price second-hand goods.
- Creativity to market and display products to encourage sales.
- Ability to operate a cash register.
- Mathematical skills to count and reconcile cash and credit card receipts.
- Competency to support volunteers to ensure that the service provided is of a high quality.
- Strong oral and written communications skills in English.

Behaviours

- Passionate about re-use and the environment.
- Enthusiasm for customer service and retail.
- Sociable and likes talking to customers.
- Motivated to support low-income families through the sale of donated items at affordable prices.
- Commitment to providing training/work experience opportunities to people from disadvantaged backgrounds.
- Honesty.
- Professionalism in all communication.
- Respectfulness towards all people.
- Willing to attend relevant training where necessary.
- Willing to ask for help and support when needed from team members and managers.
- Act credibly on all matters that affect financial performance.
- Pro-active in seeking ways to enhance sales while being sensitive to the needs of the customer.
- Take ownership and responsibility to identify stock issues and take action to address them.

Knowledge

- Knowledge of retail and merchandising.
- Understanding of the principles of supporting the overall financial performance of the re-use shops.
- Knowledge of how to maintain appropriate levels of the right stock to meet customer demand.
- Familiarity with health and safety and trading standards and other relevant legislation.
- Awareness and understanding of equality and diversity.
- Knowledge of up-cycling, recycling and working with waste in order to get customers excited about second hand/ recycled products.
- Comprehension of mental health issues and social issues.
- Awareness of how to take responsible decisions to minimise negative effects on the environment in all work activities.

Specific candidate requirements

- Flexible attitude to work: shift work and weekend work will be required.
- The role holder will initially work alone in the re-use shop, until volunteers are recruited. You will work closely with site staff on the HWRCs.
- This position will be based on a HWRC.

Qualifications

- Equivalent of grade C in GCSE Maths and English Language.

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.