



Vacancy at Wiltshire Mind Charity Shop – Retail Assistant

**Are you a motivated and passionate individual looking to make a difference?
Do you have an interest in fashion and a passion for good mental health too?
We would love to welcome you to the team.**

Our charity shop is recruiting a part-time Retail Assistant. Based in Melksham, our charity shop offers a wide range of clothes, books, DVD's and bric-a-brac. The income from our shop directly supports the provision of mental health services for our community across Wiltshire.

Part time, fixed term contract, 7 hours per week (as part of job share)

£ 8.91 per hour

Closing date: **Friday 25th June 2021**

The role

- Being a pro-active member of the retail team, working under your own initiative and making the shop a welcoming place for customers and supporters
- To answer customers enquiries and deal with payments and transactions
- Generating new ideas to help maximize our retail income, with support and guidance from the Shop Manager
- Responsible for overseeing the store
- Supervising our trusted shop volunteers in the manager's absence
- Use your customer service skills to make sure our customers/supporters feel appreciated
- Use your creativity to maintain our high standard of window displays
- Help with management of donated goods and new stock
- Manage and secure daily receipts and income, ensuring accurate completion of records in accordance with our policies
- Being a positive ambassador for Wiltshire Mind

Your Experience

- Ability to work well in a team with strong communication skills (essential)
- A customer service background (essential)
- Supervisory experience in a retail environment (desirable)
- An understanding or an interest in fashion will be helpful in this role (desirable)

Working for Wiltshire Mind

- Opportunities to use your own creative freedom to produce exciting visual & design displays
- Developing your leadership and supervisory skills
- Gaining an understanding of retail and high street fashion
- Experience working in a diverse team of people



- Working in an environment where your development is actively encouraged

Any offer of employment for this role will be subject to a satisfactory DBS check.

We are implementing the necessary PPE and social distancing measures within our stores upon reopening to ensure the safety of our staff and customers. During the recruitment process, we will aim to carry out all our interviews safely and following government advice.

At Wiltshire Mind we value diversity and we are committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. We actively encourage applications from people of all backgrounds and cultures and believe that a diverse workforce will help us in supporting those experiencing mental health problems or emotional distress.

Unfortunately, we are unable to recruit anyone below the age of 18, due to the supervisory nature of the role.

If you need any adjustments to the recruitment process, at either application or interview, please let us know.

For further information please email Bev Harris (Shop Manager)
beverley.harris@wiltshiremind.co.uk

Or call Bev on 01225 704985.