

Vintage & eBay Sales Assistant

**Closing date: Wednesday 26th July 2017 9am**

**Interviews: Monday 7th August 2017**

**Job location: Emmaus Vintage, Gloucester Road, BS7 and Emmaus Stokes Croft, Upper York Street, BS2**

**Type: 3, 4 or 5 days a week (0.6 to 1 FTE)**

**3 month contract initially, with the possibility of a permanent role**

**Salary: £8.45/ hour (£16,477 per annum FTE)**

**Days of work: Sundays essential, other days to suit you (must be fixed for rota purposes)**

Do you love vintage clothes and furniture? Can you spot a beautiful and collectable tea set in our bric a brac mountain and know how to present it? Do you have proven sales skills, both in-store and online?

Then join us as our Vintage and eBay specialist. You will be working in Emmaus Vintageon Gloucester Road two days per week and be part of making this a destination location.

You will also be running our eBay store two days per week; rummaging in our warehouse for suitable stock, researching it, photographing it and expertly describing it on eBay, to maximise income for the charity.

The income from our shops goes towards supporting our community of previously homeless people (known here as companions), who also work in our social enterprises.

**Here’s what you’ll be doing:**

* Ensure stock in-store is well presented and maintain high standards of visual merchandising
* Maximise income to achieve sales targets; manage stock levels, ensure regular stock rotation, research, price, clean and polish goods, display goods effectively and employ exemplary customer service
* Upselling and other techniques to increase average spend
* Book customer deliveries accurately using the Emmaus Bristol booking system
* Ensure appropriate security is in place for cash handling and, as a key holder, for opening and closing procedures
* Taking card payments, cash handling and cash reconciliation
* Comply with health & safety at work requirements
* Lone working at times, and following Emmaus Bristol guidelines on lone working
* Running all aspects of the Emmaus Bristol eBay store including photography, research, pricing, precise written descriptions and customer communication
* Any other duties and responsibilities as required by the Social Enterprise Manager in keeping with the role
* Promoting stock on social media

**Benefits:**

* Full induction when you start
* 22.5 to 37.5 hours per week at £8.45 p/h (7.5 hours per day)
* 25 days holiday per annum (Pro-rata)
* Permanent position if targets met
* Exciting and varied role
* Opportunity to make a real difference to social enterprise income
* Being part of the solution to ending homelessness for those supported by Emmaus Bristol

**Targets:**

This role is offered for three months initially but we would make permanent for the right candidate if after three months the sales targets were met. Targets will be discussed at interview.

**Here’s what we’re looking for:**

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| **Essential** | **Desirable** |
| Experience* Min of 1 years retail sales experience
* Meeting sales targets
* Customer service
* Stock and cash management
* Experienced in conflict resolution on the sales floor
* Online sales
 | Experience* Charity retail
* Working with vulnerable people
* Working with volunteers
* Key holder responsibility
* eBay sales
* Use of social media for work
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| Education/Professional Certification* GCSE grade C or above in Maths and English
 | Education/Professional Certification* First Aid
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| Skills & Knowledge* Excellent verbal and written communication
* Ability to work quickly and accurately under pressure
* Effective administration, organisation and time management
* Familiar with using retail software and/or IT booking systems
* Self-motivated with excellent interpersonal skills
* Excellent internet research skills
* Knowledge of vintage clothes, furniture collectables and curios
* Excellent at Social Media: we use instagram, facebook and twitter to promote stock
 | Skills & Knowledge* People Management
* Customer relationship management
* Merchandising
* Knowledge of furniture
* Knowledge of fashion
* Knowledge of work place health & safety
* Knowledge of antiques and collectables
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| Other* Enthusiastic and engaging
* Dedicated and self-motivated
* Able to lift and move heavy objects
* Able and willing to work alone in store effectively and safely
* Effective team player
* Passion for vintage and pre-loved
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**General**

Emmaus Bristol works with vulnerable people. Staff and volunteers must observe the proper professional boundaries while performing their role. All roles within are subject to enhanced DBS checks.

All staff must always act in a way that will maintain the good reputation of Emmaus Bristol, upholding the charity’s policies and procedures and striving to preserve good working relationships with staff, volunteers, companions and trustees.

Work should be conducted in an environmentally aware manner with the aim of ensuring all resources are used effectively and efficiently.

**To apply:**

Please send by email to jessica@emmausbristol.org.uk by 9am Wednesday 26th July 2017

* CV
* Cover letter explaining why you would make a great Vintage and eBay sales assistant (please refer to the table of essential and desirable skills and experience in structuring your letter)
* Include your preferred working hours (3,4 or 5 days a week? Which days of the week in additional to Sunday?)