# Welcome to **The Benjamin Foundation**

The **Benjamin** Foundation

## Thank you for your interest in joining The Benjamin Foundation staff team

If you have any questions regarding this vacancy, please contact our HR Department by email at recruitment@benjaminfoundation.co.uk or on 07881 012553.

**Reg Company No. 3825425**
**Reg Charity No. 1124936**

# About us

For over 25 years' children, young people and families across Norfolk and Suffolk have been supported by The Benjamin Foundation to overcome big challenges in their lives.

Each night we accommodate 100 vulnerable young people, equating to over 40,000 safe nights sleep a year for local young people. They can finally feel safe from youth homelessness. We are proud to be the regional partner for the End Youth Homelessness campaign.

Each week 150 young people access our emotional wellbeing support. In the last year this equates to 7,500 emotional wellbeing support sessions improving their mental health, increasing their self-esteem and to finally feel understood.

Each year over 250 young people attended our youth work in the community to gain new life skills, expand their horizons and finally feel confident

Overall 2,000 local children and young people every year finally feel hopeful of a better future because of the work of The Benjamin Foundation.

The Benjamin Foundation are deeply connected to the local community, employing over 220 people in Norfolk and Suffolk

For more information about The Benjamin Foundation visit www.benjaminfoundation.co.uk

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# Retail Assistant/Van Driver - Ipswich

## Full Time or Part Time Hours (37.25 over 5 days or 22.5 over 3 days per week)

## £9.06 per hour

## Hours to be worked flexibly include weekends & bank holidays on a rota basis

**Plus Employee Pension Scheme & other benefits**
**A clean driving licence is essential for this role.**

We are looking to recruit a professional and friendly Retail Assistant/Van Driver for our Re-Use Shop at Foxhall Household Waste Recycling Centre in Ipswich. This shop works in partnership with FCC Environment and Suffolk County Council and raises money for the work of The Benjamin Foundation supporting children, young people and families in Norfolk and Suffolk.

You will assist with the day-to-day running of the Re-Use shop under the guidance and instruction of the Shop Manager. The role will include all aspects of customer services and sales and will include driving the van to increase the number of collections made. The role includes the need to travel to and work from other FCC sites across Suffolk as required based on the needs of the service. This will involve liaising with site staff, the collection/selection of items and loading/unloading the van in addition to driving responsibilities.

You will be customer focussed and have excellent customer service skills and experience of working in retail. You will be confident and experienced in driving a vehicle and be confident working alone as well as part of a team.

The Benjamin Foundation embeds the Nurtured Heart Approach ® which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit http://benjaminfoundation.co.uk/vacancies
OR email recruitment@benjaminfoundation.co.uk

**Closing Date: Until the right candidates are found**
**Interview Date: To be confirmed**

## Re-Use Retail Assistant / Van Driver
## Job description

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|---|---|
| **Job title:** | Retail Assistant /Van Driver |
| **Employer:** | Ben's Social Enterprises |
| **Location:** | Charity Re-Use Shop, Foxhall recycling hub, Ipswich |
| **Contract:** | Permanent – Full time or Part Time |
| **Salary:** | £9.06 per hour |
| **Hours of work:** | Hours per week to be worked flexibly<br>Full Time – 37.25<br>Part Time – 22.5 over 3 days |
| **Department:** | Suffolk Re-Use |
| **Reporting to:** | Suffolk Re-Use Multi-Service Manager |

**Job purpose**

Working in partnership with FCC Environment and Suffolk County Council, we run a Re-Use Shop at Foxhall Household Waste Recycling Centre in Ipswich. The shops raise money for the work we do with children, young people and families in Norfolk and Suffolk.

We are looking to recruit a retail assistant to assist with the day-to-day running of the Re-Use shop under the guidance and instruction of the Shop Manager. The role will include all aspects of customer services and sales and include driving the van as a relief driver and to increase the number of collections made. The role includes the need to travel to and work from other FCC sites across Suffolk as required based on the needs of the service.

**Main duties**

**Service Delivery**

1. Assist customers and sell items dealing with all aspects of the transaction
2. Accurately handle and record cash transactions
3. Deal with customer service issues
4. Display stock for sale
5. Unload vans delivering goods to the shop
6. Assist in the lifting and carrying of furniture and other items
7. Relief van driving, including:
    i. Select, load and transport goods to the re-use shop from the supplying recycling centres
    ii. Make appropriate decisions to ensure the quality and quantity of donations is maintained
    iii. Carry out van duties including driving, vehicle inspections and cleaning
8. Maintain records and ensure paperwork is completed in line with procedures

**Communication and Interpersonal Skills**

1. Ensure that a high standard of customer service is maintained at all times
2. Present a positive and professional image when dealing with customers and potential customers
3. Respond to customer queries
4. Recognise and maintain appropriate professional boundaries and relationships

**Internal Processes and Systems**

1. After receiving training, carry out and record Portable Appliance Testing (PAT) of electrical items
2. Record, display and price incoming stock within agreed guidelines
3. Help to ensure the health and safety of staff, volunteers and members of the public
4. Work within safety guidelines e.g. fire regulations, manual handling

**General**

1. Maintain key relationships to high standards at all times e.g. with FCC site staff
2. Undertake personal development and attend any relevant training
3. Undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post
4. Abide by The Benjamin Foundation policies and procedures
5. Abide by the Health & Safety and site rules on FCC operated supplying recycling centres.
6. To develop a positive and supportive relationship with the staff team
7. To contribute to the efficient and effective running of the Re-Use Shop

*The Benjamin Foundation fully embeds the Nurtured Heart Approach® in all that it does and staff will adopt this approach as part of their practice.*

*The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.*

*This post is subject to a full and satisfactory DBS disclosure.*

| | |
|---|---|
| **Name of Job Holder:** | |
| **Signed Job Holder:** | **Date:** |
| **Name of Line Manager:** | |
| **Signed Line Manager:** | **Date:** |

## Retail Assistant / Van Driver - Person Specification

| Criteria | Details | Essential | Desirable | Assessed |
|---|---|---|---|---|
| **Qualifications** | A full clean driving licence | **E** | | Application Form<br>Licence checks |
| **Experience** | Experience of working in a customer facing environment | **E** | | Application<br>Interview<br>References |
| | Ability to handle physically demanding work in outdoor environments | **E** | | Application Form<br>Interview |
| | Experience driving, loading and unloading a van | **E** | | Application Form<br>Interview |
| | An interest in Re-Use | **E** | | Application Form<br>Interview |
| **Personal Qualities** | The personality and ability to relate to customers from a range of backgrounds | **E** | | Interview<br>Reference |
| | An ability to communicate clearly and effectively | **E** | | Interview<br>Reference |
| | Determination and enthusiasm to provide a high quality of service | **E** | | Interview<br>Reference |
| | Being able to confidently make decisions regarding day to day matter working within clear guidelines | **E** | | Interview<br>Reference |
| | The ability to work effectively as an individual or part of a team | **E** | | Interview<br>Reference |
| | Honesty, fairness and commitment | **E** | | Interview<br>Reference |
| | Hard working, flexible and able to demonstrate common sense | **E** | | Interview |
| | The ability to work to ensure the safety of team member and customers | **E** | | Interview<br>References |
| | The ability to work under pressure | **E** | | Interview<br>References |
| | In general good health and free from any medical condition that will prevent the full remit of the role being carried out | **E** | | Application Form<br>Interview<br>References |
| **Additional** | An interest in the long term development of the service | | **D** | Interview |
| | Commitment to equality and diversity policy of The Benjamin Foundation | **E** | | Interview |
| | A willingness to undertake training appropriate to the post | **E** | | Interview |
| | Good humoured | **E** | | Interview |