



Job Title:	Acorn General Assistant	Reports to:	Acorn Team Leader
Division:	Acorn	Hours:	30 - 35 hours per week 08:30 – 16:00 (5 days between Mon - Sat)
Salary:	£13 per hour		

Job Purpose:

To assist the Acorn Manager and Acorn Team Leaders in operational aspects of running Acorn Reuse with specific responsibility for accepting and unloading customer donations, sorting and pricing donations, restocking the shop and associated customer service.

Principal Accountabilities:

1. To accept donations from the public. To assist with loading and unloading which will involve carrying bags and boxes of donated items and items of furniture.
2. To carry out the cleaning, sorting and pricing of goods ensuring that they are ready for sale including furniture, bric-a-brac, books, DVDs, sports equipment, children's toys etc.
3. To restock the shop with items of furniture and remove sold items from the shop floor in readiness for customer pick up (training, assistance and lifting aids will be provided).
4. To carry out tasks (which could include those listed above) at Acorn as and when directed by Supervisors, Team Leaders and Managers.
5. To always provide good customer service when dealing with members of the public donating items and customers in the shop.
6. To work in partnership and as part of team with clients (with disabilities and health conditions) attending work experiences on site.
7. To ensure compliance with the Health and Safety at Work (Jersey) Law, 1989 and ensure any health and safety concerns are reported to a Reuse Supervisor, Line Manager or HR Manager.
8. To identify any safeguarding issues and bring them to the immediate attention of the line manager and/ or senior management team.

Secondary Accountabilities:

1. To work as part of a team, attend and contribute to regular meetings.
2. To undertake training within the Trust to develop understanding of people with a disability or health condition.

3. To assist in the cover of other staff during times of leave and sickness.

Knowledge, Skills, Experience, Qualifications:

1. Have good all-round practical skills and to be well organised.
2. The role will involve lifting of heavy and bulky items however assistance, training and lifting aids will be provided.
3. Good customer service skills to advise, educate and inform customers appropriately.
4. Good communication and interpersonal skills, ability to work as part of a team.
5. It is essential that the post holder can demonstrate a flexible and positive attitude towards people with disabilities. Whilst it may be useful to have direct experience of working with people with disabilities, it is not an essential requirement.
6. DBS (basic) check clearance.
7. To have a flexible, diplomatic and amiable approach in accordance with service needs.
8. The ability to work independently and on own initiative, as well as to work within a team.
9. Knowledge of health and safety in the workplace and data protection laws.