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**Job Title:** Acorn General Assistant

**Reports to:** Acorn Team Leader

**Division:** Acorn

**Hours:** Zero Hour contract -  
hours as agreed

**Salary:** £13 per hour

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### **Job Purpose:**

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

### **Principal Accountabilities:**

Depending on the work area for the day, tasks may include the following:

- Accepting and sorting donations from the public.
- Assisting with loading and unloading customer vehicles and Acorn vans, which will involve carrying bags and boxes of donated items and items of furniture.
- 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, clothing etc.
- Restocking the shop with priced items and ensuring the shop floor shelves and aisles are clean and tidy.
- Providing good customer service when dealing with members of the public in any area of Acorn.
- Carrying out tasks (which could include those listed above) at Acorn as and when directed by Supervisors, Team Leaders and Managers.
- Working in partnership and as part of team with clients (with disabilities and health conditions) attending work experiences on site.
- Ensuring 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.
- Identifying any safeguarding issues and bring them to the immediate attention of the line manager and/ or senior management team.

### **Secondary Accountabilities:**

- Working as part of a team, attend and contribute to regular meetings.
- Undertaking training within the Trust to develop understanding of people with a disability or health condition.
- Assisting with the cover of other staff during times of leave and sickness.

### **Knowledge, Skills, Experience, Qualifications:**

- Have good all-round practical skills and to be well organised.
- The role may involve lifting of heavy and bulky items however assistance, training and lifting aids will be provided.
- To be adaptable and able to work across different areas of Acorn, sometimes at short notice.
- Good customer service skills to advise, educate and inform customers appropriately.
- Good communication and interpersonal skills, ability to work as part of a team.
- 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.
- DBS (basic) check clearance.
- To have a flexible, diplomatic and amiable approach in accordance with service needs.
- The ability to work independently and on own initiative, as well as to work within a team.
- Knowledge of health and safety in the workplace and data protection laws.
- Previous experience would be an advantage but is not essential