Job Description

Job Title: General Assistant

Responsible to: General Manager or Community Shop Manager

Role of General Assistant:

Acorns have a network of shops and superstores across the West Midlands. Our shops/stores generate a substantial level of income and goodwill to enable us to care for children and their families.

The General Assistant plays a key role in the smooth day-to-day running of a shop/superstore, helping to maximise the value of donated goods and generate income for Acorns Children's Hospice. Working across stock processing and the sales floor, the role involves sorting and preparing donations efficiently and safely to agreed quality standards, pricing goods appropriately and replenishing stock to maintain a well-stocked and inviting shopping environment. The General Assistant also helps to create attractive window displays that showcase donated goods and encourage sales and operates the till to support an efficient and positive customer experience. Working collaboratively with colleagues and volunteers, the role contributes to clean, safe and organised working areas, supports volunteers in their activities and helps to create a welcoming, inclusive and productive environment. A flexible approach to daily priorities and a commitment to making the most of every donation underpin the role.

Main Duties:

Sorting & Stock Management

- Sort donated goods in line with agreed processes and quality standards.
- Prepare stock for distribution to retail shops and departments.
- Maintain stock quality through effective sorting and categorisation.
- Price and label donated goods in line with agreed pricing guidance, taking account of quality and condition to maximise their sale potential.

Retail Operations & Customer Service

- Operate the till accurately, processing cash and card payments in line with agreed procedures and providing a friendly and efficient service to customers.
- Replenish stock regularly to maintain a well-stocked, tidy and inviting sales floor, ensuring goods are presented clearly and accessibly.
- Help create and refresh attractive window displays that showcase donated goods, reflect seasonal themes and promotions, and encourage customers into the shop/superstore.
- Carry out any general retail duties as required by the shop and store management.

Health & Safety

- Follow all safe handling and manual handling procedures.
- Maintain clean, safe and organised working areas.
- Support safe loading and unloading of vehicles when required.

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Teamwork & Volunteer Support

- Work positively and collaboratively with colleagues and volunteers.
- Support, encourage and work alongside volunteers, helping to create a welcoming, inclusive and productive environment.
- Support the training and development of volunteers involved in sorting activities.
- Promote effective communication and positive working relationships.

Continuous Improvement

- Contribute ideas to improve sorting efficiency and productivity.
- Participate in training and development opportunities.
- Support achievement of department targets and performance measures.
- Develop an understanding of stock processing performance and cost efficiency.

This job description is intended as a guide to the range of duties covered and it should not be regarded as inflexible. There is a mutual obligation to modify the approach to the role of a general assistant when changes in the work situation occur. If there is anything you need help with clarifying or understanding, then please seek the support of your Superstore General Manager.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems.

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Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

Other Duties:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. Be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues
8. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification – General Assistant

	ESSENTIAL	DESIRABLE
Qualifications	> Good standard of general education including English and Maths	
Experience	> Proven experience of working in a fast-paced environment. > Proven experience as a clear and positive verbal communicator. > Open to change and proven experience of taking on board team members opinions. > Proven problem solver who can manage conflicting priorities and achieve positive outcomes.	> Experience within retail, warehousing, logistics or stock processing. > Experience working with volunteers.
Other	> The role involves standing for extended periods, lifting and moving donated goods and undertaking manual handling activities. > Self-motivated, with an enthusiastic approach to work. > Willingness to take on new challenges, to learn, grow and develop within a role. > Desire and passion for the vision and values of Acorns Children's Hospice. > The ability to travel independently throughout the organisation.	> Working knowledge of Health and Safety regulations and procedures. > Live within the local community
Behaviours	> Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Retail and Acorns strategy & its success	

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Terms and Conditions of Employment

Job Title:	General Assistant
Responsible to:	General Manager
Location:	Acorns Erdington Superstore 87 High Street Erdington West Midlands B23 6SA
Salary:	£25,759.50 per annum (pro rata)
Notice Period:	1 week during 36-week probation period, 8 weeks thereafter
Hours:	10 hours per week
Holidays:	28 days (210 hours) including public holidays, rising to 30 days (225 hours) after 2 years' service and 31 days (232.5 hours) after 5 years' service
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme
Life Assurance:	NHS Pension Scheme Life Assurance cover or Acorns Group Life Assurance Scheme

All terms and conditions will be detailed in writing together with Employee/Health & Safety handbook, which must be read and observed.

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