



Volunteer Retail Assistant (BOLD AND BRAVE) *Job Description*

Service:	<i>Business and Innovation</i>
Job Title:	<i>Volunteer Retail Assistant</i>
Reports To:	<i>Area Manager</i>
Location:	<i>Bold & Brave Shops (Taunton and Bridgwater)</i>
Main Purpose of Post:	
<p>To support with the day to day running of Bold and Brave shops; a youth retail enterprise, by:</p> <ul style="list-style-type: none"> • Overseeing all aspects of shop operation; providing customer service, stock control, shop displays and general shop cleaning. • Have the responsibility as a cash handler as part of opening and closing checks to cash up the till at the end of each shift. • Ensure high standards are kept in terms health and safety, product standards and shop cleanliness • Establishing strong relationships with young people, education and employment providers local businesses and other key stakeholders to support the day to day running of the shop and access opportunities for young people as producers or on work experience placement; • Supporting young people on work experience placements; providing mentoring, job coaching and life skills training to support them to achieve positive outcomes. • Handle transactions on the till and support with online sales (e.g. website and Ebay sales) 	
Main Responsibilities and Duties:	
<p>Retail Operation:</p> <ul style="list-style-type: none"> • Overseeing the day to day running of Bold and Brave shop, including opening and closing, ensuring the premises are clean and stock sufficiently. • Help with stock management including unpacking deliveries, tagging and restocking • Support with shop displays and overall shop layout • Handle transactions in terms of operating the till and support with online sales (e.g. website and Ebay) • Provide support to young people involved in the shop, acting as a positive role model • Assist in promotional events and pop-up shops when required. <p>Relationships</p> <ul style="list-style-type: none"> • Building collaborative relationships with a wide range of suppliers, other young somerset staff and young people involved with working in the shop <p>Other</p> <ul style="list-style-type: none"> • Undertaken essential training for the role. 	

- Attend regular training and development opportunities.
- Contribute to best practice within the service.
- Reporting of safeguarding concerns, following organisational processes.

Facts and Figures:

Young Somerset (YS) was established in 1997 (as Somerset Rural Youth Project) with a mission to work with young people, encouraging them to take responsibility, supporting them to overcome disadvantage, and to become actively involved in shaping the communities in which they live.

Our vision is a Somerset where young people feel a sense of belonging, a desire to contribute to their communities and have a future that is not limited by poor access to opportunities and services. This is delivered through three strands of work: Targeted Youth Work, Alternative Education Provision and Enterprise; and Mental Health Support.

During the past year, Young Somerset's LICBT services (Community Wellbeing and Educational Mental Health Support) received more than 1800 requests for support, predominantly from young people aged 11-17. Our Jigsaw Project, which supports young people who have had a recent hospital admission for their mental health difficulties or low emotional wellbeing, delivers in the region of 600 contacts a year and is aimed at reducing readmission to hospital using a youth-work strengths-focused approach. Our Targeted Youth Service provides targeted youth work activities and interventions to approximately 500 young people a year, a percentage of which are referrals from Special Schools, Pupil Referral Units, the Police or social services.

Young Somerset deals with in excess of 200 safeguarding concerns a year, which is growing as the organisation expands and diversifies.

Young Somerset employs 100+ members of staff and several volunteers; over half of which work in direct support of high need young people and/or those with mild to moderate mental health needs.

The postholder will be expected to operate largely under own initiative, but supported by colleagues in the Business and Innovation Service, who provide central support services to the wider organisation and are based at both Bold and Brave and the café on a rota basis. It is expected that the Café will be used by a wide range of partner organisation and other staff in Young Somerset to run activities for young people.

The postholder will be based at either the Bold and Brave shop in Bridgwater or Taunton. They may also be required to travel to other Young Somerset premises to attend meetings or training. They may also be required to provide support at other Young Somerset enterprise venues, and to support other organisational events as appropriate.

Additional Information

The postholder must be able to demonstrate commitment and enthusiasm towards Young Somerset's four core values: Putting Young People First, Inspiring, Collaborating, Going Further.

An Enhanced DBS clearance is required as post holder will be working in close proximity to children. This post is exempt from the Rehabilitation of Offenders Acts.

The postholder will be asked to work between the shops operating hours of Tuesday to Saturday 10am to 4:30pm.

Qualifications

Essential

- 5 grade C GCSEs or above (or equivalent), including English and Maths

Desirable

- Level 3 Retail
- Level 3 Food Hygiene
- Level 2 Health and Safety
- Level 2 First Aid
- Relevant subject specific qualifications such as customer service or hospitality certificates.

Experience**Essential**

- Working in the retail sector
- Work both as part of a team and self-directed
- Supporting and / or mentoring young people
- Use of business ICT and systems

Desirable

- Working with young people with mild to moderate mental health issues, social anxiety or isolation
- Retail supervision or management, including stock control, customer service, product display and promotions.
- Marketing products or events

Required Competencies

Please read this section alongside the Young Somerset Competency Framework. This role requires the competencies at the following levels:

1. Leading and Deciding	
1.1 Deciding and initiating action	Essential
1.2 Leading and supervising staff	Essential
2. Supporting and Co-operating	
2.1 Working with people	Essential
2.2 Adhering to principles and values	Essential
3. Interacting and Presenting	
3.1 Relating and networking	Essential
3.2 Persuading and influencing	Desirable
3.3 Presenting and communicating	Desirable
4. Analysing and Interpreting	
4.1 Writing and reporting	Desirable
4.2 Applying expertise and technology	Desirable
4.3 Analysing Components	Desirable
5. Creating and Conceptualising	
5.1 Learning and researching	Essential
5.2 Creating and innovating	Desirable
5.3 Formulating strategies and concepts	Less relevant

6. Organising and Executing	
6.1 Planning and organising	Essential
6.2 Developing results and meeting customer expectations	Essential
6.3 Following instructions and procedures	Essential
7. Adapting and Coping	
7.1 Adapting and responding to change	Essential
7.2 Coping with pressures and setbacks	Essential
8. Enterprising and Performing	
8.1 Achieving personal work goals and objectives	Essential
8.2 Entrepreneurial and commercial thinking	Desirable