BUNTINGFORD CHARITY SHOP ASSISTANT MANAGER
VACANCY INFORMATION PACK
INTRODUCTION
FROM THE CEO

Hello,
It is my pleasure to extend a warm welcome to you as you consider joining our EHAAT family. The team who work with us are our most important asset.

Upon joining us, you will become part of a dynamic, fast growing organisation which is committed to being a safe and effective clinical care provider.

All of our actions are guided by our values – passionate in going the extra mile, professional in treating everyone as they would wish to be treated, innovative in driving forward best clinical practice, inclusive in creating a safe environment where everyone feels comfortable being themselves, trustworthy in working openly and honestly and dedicated because we care about the cause, our patients and each other.

We very much consider ourselves a family, and we hope that anyone who chooses to join us will feel as privileged as we do to work for such an amazing Charity. We have plans in place for a very exciting future and we would love you to join us on our journey!

Yours sincerely

Jane Gurney
Chief Executive Officer
OUR MISSION STATEMENT

Our aim is to save lives, reduce or prevent disability, or suffering from critical illness and injury, by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained pre-hospital care doctors and critical care paramedics work alongside our regional partners using helicopters and rapid response vehicles fitted with state-of-the-art life-saving equipment. Our critical care teams are dispatched by the East of England Ambulance Service NHS Trust.

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.
It’s what we say, it’s what we do, it’s who we are…

**PASSIONATE**
We believe in our cause and are totally committed to the service we provide. The energy and enthusiasm we show demonstrates our motivation to sustain what we do.

**TRUSTWORTHY**
We are credible and honest; we do what we say we’ll do and we deliver high standards. We meet the needs of the patients we serve and we won’t let them down.

**PROFESSIONAL**
We show professionalism in every way, ensuring we do even the simple things well and that we portray the right image for our brand. We treat everyone as they would wish to be treated.

**DEDICATED**
We are loyal, kind, compassionate and considerate to each other – and to the patients we serve. We pull together as a family to achieve a common goal. We care about the cause and about each other; we are never off-duty.

**INNOVATIVE**
We drive forward clinical innovations and constantly look for ways to improve what we do – encouraging initiative, being creative, learning from our mistakes and being open to making changes when needed. We are successful and lead from the front with huge drive, determination and energy.

**INCLUSIVE**
Our goal is to attract, develop and retain talent from across society. This requires a culture of inclusion where all individuals feel respected and are treated fairly. Colleagues must act appropriately and treat each other with respect by listening to different viewpoints, opinions, thoughts and ideas, embracing and actively promoting a culture of inclusion.
# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title</th>
<th>Charity Shop Assistant Manager</th>
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<tbody>
<tr>
<td>Reporting to</td>
<td>Retail Area Manager</td>
</tr>
<tr>
<td>Based at</td>
<td>Buntingford, Herts</td>
</tr>
<tr>
<td>Contract</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working pattern</td>
<td>Part Time, 3 days (22.5 hours) per week</td>
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<tr>
<td>Annual leave</td>
<td>14 days annual leave entitlement plus bank holidays</td>
</tr>
<tr>
<td>Pension</td>
<td>Automatic enrolment to our Scottish Widows Pensions Scheme after 3 months</td>
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<tr>
<td>Start date</td>
<td>ASAP</td>
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</tbody>
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JOB PURPOSE

Responsible for the smooth running of a designated Charity Shop whilst maximising revenue for the Charity.
KEY RESPONSIBILITIES

- Act as liaison between the Charity shop and the Charity office on a regular basis.
- Attend Staff meetings and other Retail meetings as required.
- Responsible for ensuring the shop layout is kept to a high standard, displaying high quality items in an attractive manner, in order to increase revenue.
- Provide a courteous and helpful service to the public and report any complaints or feedback to the Shop Manager.
- Ensure volunteers sort donations on a daily basis.
- Manage a pricing policy for the shop.
- Work with the Shop Manager to recruit new shop volunteers following the Charity’s recruitment procedures.
- Encourage the commitment of the volunteers, encourage them to work as a team and value their new ideas.
- Working closely with the Facilities Manager, ensure you comply with all Health & Safety Legislation relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Bank daily shop takings and communicate this amount to the shop volunteers.
- Identify opportunities to maximise sales – Monthly sales target to be set by Retail Area Manager.

- Coordinate the recycling “Reclaim” bags and arrange collections.
- Act as a key holder for shop – open and close shop when necessary.
- Monitor shop supplies, i.e. bags, labels, till rolls etc and coordinate with the Shop Manager as to what is needed. Place orders as necessary.
- Help promote Charity events and raise brand awareness within the community.
- Responsible for the correct allocation and reconciliation of petty cash.
- Ensure all areas of the shop including the stockrooms, kitchen area and toilet are kept clean and tidy at all times.
- With notice, cover the Shop Managers time off.

- Identify opportunities to maximise sales – Monthly sales target to be set by Retail Area Manager.
PERSON SPECIFICATION

ESSENTIAL
- A highly motivated individual
- Have a “can-do” attitude
- Flexible and trustworthy
- Excellent communication skills
- Excellent interpersonal and team working skills
- Highly organised and efficient in managing workload
- The ability to inspire and motivate others to support the Charity

DESIRABLE
- Previous experience in a similar role.

HOW TO APPLY
Apply with a CV and covering letter to Fiona Hurd, HR Assistant at fiona.hurd@ehaat.org
Offers of appointment will be subject to the receipt of satisfactory references.

INFORMATION IF YOU HAVE A DISABILITY
We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to complete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

NOT THIS VACANCY?
Why not join us as a volunteer? If you would like to know more about becoming a volunteer visit our website ehaat.org or send an email to volunteer.team@ehaat.org
"I just wanted to say it felt really good to be able to speak honestly, and reassuring that the organisation are so keen to act on lessons learned. I feel so supported and admire decisions being made, and how inclusive EHAAT is to everybody's individual circumstances".
“I never thought about the importance of a strong ‘work family’ but I realised what a team can make out of strangers when I came to EHAAT. Common beliefs, common values, and an organisation that cares about both our success and our welfare. It’s like raising children, teaching us skills, discipline and helping us build our self-confidence so that we can think bigger and achieve more”.
At Essex & Herts Air Ambulance we recognise that wellbeing and performance are linked. Improving your ability to handle pressure and to balance work and home life can ultimately lead to improved individual and organisational performance and bring benefits to our team and our business.

As a business, our objective is to drive the understanding that our team members may need additional support from time to time and also that they are still more than capable of achieving within their role.

Our commitment to the wellbeing of our team is demonstrated with our Mental Health First Aiders, regular Mental Health training for our managers, Mental Health & Wellbeing Action Group and Chaplain support. EHAAT is committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidentially. To demonstrate this, we have signed the ‘Charter for Employers Positive about Mental Health’ making us a registered ‘Mindful Employer’. 
“THEY SAVED MY DAUGHTER’S LIFE”.

Two-year-old Charlotte’s airway became obstructed whilst eating lunch at nursery. She was turning blue when Essex & Herts Air Ambulance’s critical care team arrived and performed advanced techniques, allowing oxygen back into her lungs. Charlotte was then anaesthetised and flown to Addenbrooke’s Hospital, where she was woken by the hospital team the following day.

After such a long time without oxygen, there were fears of neurological damage. Amazingly Charlotte awoke with just a cough and croaky voice. A few weeks later, she visited the airbase to meet the team who saved her life.

This was all possible because of all the passionate, dedicated, hardworking EHAAT team that work behind the scenes...
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E: communications@ehaat.org
W: www.ehaat.org

Essex & Herts Air Ambulance
Your local life-saving charity

Charity Number: 1108989