



Job Description – Store Assistant

Salary	£9.00 per hour
Hours	37.5 per week. Tuesday to Saturday
Contract	6 month temporary contract pending further funding
Based	Hastings, Dorset Place store

Responsibilities and duties

Specific:

- customers in the store using our database.
- Taking payment by either cash or by card transactions.
- Booking deliveries and collections using our diary system.
- Booking collections over the phone and in person.
- Assisting customers within the store whilst looking at furniture.
- Replenishing stock on the shop floor (will involve lifting and carrying items of furniture).
- Liaising with referral agencies as and when required.
- Answering customer enquiries about specific products or services.
- General admin duties such as filing and answering emails.
- Other duties as and when required.

General:

Provide a good standard of service to the public.

Play a full part in the team by:

- providing support, assistance and cover for other members of staff
- participating in the development of the organisation as appropriate
- working with others in the team to devise improvements to HFS policies and procedures
- ensuring that HFS resources are used in as effective and efficient a way as possible
- taking ownership of and responsibility for the implementation and enforcement of management decisions

- Take reasonable steps to protect the health and safety of yourself and those working with you.
- Comply with health and safety policy and guidelines, and make colleagues aware of any potential threats to health and safety.
- Ensure at all times that the HFS Equal opportunities policy is applied to every aspect of our work through the behaviour, communication and attitude displayed towards service users, volunteers and the wider community.
- At all times honour the confidentiality of colleagues and customers, complying with the requirements of the Data Protection Act.
- Carry out all other duties reasonably required to ensure HFS fulfils its objectives.