

# Join our team

Applicant information pack



[break-charity.org](https://break-charity.org)

# Welcome

from Rachel Cowdry, Break CEO

**Whatever a child's start in life, we believe that with the right care there is no limit to what they can achieve.**

This principle lies at the heart of what we do, and if you choose to join the Break family you will play a vital role in offering the support and opportunities necessary for the children and young people in our care to reach their full potential.

We know from talking to the young people in our care that they need consistency, love, and people willing to walk with them through all of life's ups and downs. Our work is not just about giving a young person a single good birthday, but rather an entire lifetime of good birthdays.

At Break, we invest in your future as well as in the futures of the young people you will support. We are committed to ensuring we offer the opportunities you need to develop professionally and reach your potential.

Break is an innovative organisation, brave enough to take risks and develop new ideas that can improve what we currently offer young people but also experienced enough to know what really matters.

Help us to change young lives. Help us do amazing things.





# Our Values

- We inspire and create hope
- We are optimistic
- We make a difference
- We do the right thing
- We are inclusive
- We listen to and respect all individuals

**It would be impossible to meet our values without our staff.**

It's their work and expertise that ties together all of our campaigns, projects and services into a cohesive network of support.

## **Job Description**

### **Charity Shops – North Walsham Road, Norwich**

**SE2692 – June 2024**

**Position:** Relief Assistant Manager

**Responsible to:** Retail Manager

#### **KEY RESPONSIBILITIES**

- 1 To be able to evidence Break's values at all times, which underpin Break's mission of 'Changing Young Lives' by:
  - Listening to and respecting all individuals
  - Working in an inclusive way
  - Doing the right thing
  - Making a difference
  - Being optimistic
  - Inspiring and creating hope
- 2 To assist the Retail Manager in ensuring the smooth running of the Retail Unit in accordance with Break's Policies and Procedures.
- 3 To provide cover for the Manager's absence as and when required to ensure the needs of the business are met at all times.
- 4 To assist the Manager in the motivation and organisation of a volunteer team.
- 5 To ensure that all merchandise offered for sale is sorted, cleaned, pressed and presented to the high standards set out in our Retail Handbooks and meet legal requirements.
- 6 To ensure that the rotation and disposal of stock is in accordance with the Policies and Procedures set out in the Retail Handbook.
- 7 To work positively to achieve sales targets and to maximize potential income.



- 8 To accurately complete all paperwork including the handling of cash, banking and other related records in the absence of the Manager.
- 9 To comply with all pre-set budgets and monetary control.
- 10 To maintain a friendly, positive and proactive atmosphere in the Retail Unit that is welcoming to customers.
- 11 To assist the Manager in keeping the premises clean, tidy and secure at all times in accordance with the Retail Handbook.
- 12 To ensure that all Health & Safety, Trading Standards, other related regulations and Break Policies and Procedures as set out in the Retail Handbook are understood and adhered to at all times.
- 13 To work at multiple locations within the Break.
- 14 To undertake any other reasonable retail related duties and activities to ensure the needs of the business are met at all times.
- 15 To ensure that you work in accordance with the health and safety training that you are provided. Following policies and utilising any controls and/or equipment provided in the interest of health and safety.
- 16 In the event that you identifies an unsafe condition, hazard or risk within the workplace, then then you must notify whoever is responsible for health and safety in that working environment.
- 17 **NB: This position requires a considerable amount of physical activity including lifting and moving stock.**

## Person Specification

### Charity Shop, Relief Assistant Manager – North Walsham Road, Norwich

SE2692 – June 2024

Factor	Essential	Desirable	Method of Assessment
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>Good standard of Education including literacy and numeracy</li> </ul>		<ul style="list-style-type: none"> <li>Checking original certificates</li> </ul>
<b>Knowledge and Experience of:</b>		<ul style="list-style-type: none"> <li>Retail experience, some preferably with clothing</li> <li>Management of either paid or voluntary staff</li> <li>Record keeping, both financial and general administration</li> <li>Cash register operation</li> </ul>	<ul style="list-style-type: none"> <li>Via application form and verified by references</li> </ul>
<b>Ability to:</b>	<ul style="list-style-type: none"> <li>Demonstrate understanding of and consistently work to the values of Break</li> <li>Communicate effectively at all levels</li> <li>Recruit, motivate and retain voluntary helpers (as appropriate)</li> <li>Organise time and resources effectively</li> <li>Work independently</li> <li>Demonstrate a positive attitude to change</li> <li>Work under pressure when required</li> </ul>	<ul style="list-style-type: none"> <li>Drive with own transport</li> </ul>	<ul style="list-style-type: none"> <li>Via application form and verified by references</li> <li>Through appropriate questions and answers at interview</li> <li>Sight of a valid current Driving Licence</li> </ul>

	<ul style="list-style-type: none"> <li>• Achieve targets set</li> <li>• Work at multiple locations at various times</li> <li>• Physically and mentally cope with the demands of the role</li> </ul>		
<b>Expected to:</b>	<ul style="list-style-type: none"> <li>• Attend and participate in training programmes</li> <li>• Accept supervision and guidance</li> </ul>		<ul style="list-style-type: none"> <li>• Through appropriate questions and answers at interview</li> </ul>

### Explanation

When completing the online application form, please be aware that the above person specification will be used in determining the short-list for interview.

Only information provided by you on the application form can be used when making this decision.

**NB: This job contains a considerable amount of physical activity, including some heavy lifting.**



## General Terms of Appointment and Conditions of Service

### Relief Assistant Manager – North Walsham Road, Norwich

**SE2692 – June 2024**

The terms and conditions of employment will be in accordance with the information provided in the Break Employment Policies and Practices.

- Location:** Break Charity Shop, 83 North Walsham Road, Norwich, NR6 7QG
- Salary:** £11.48 per hour (18 and over), paid monthly, in arrears by BACS. Staff discount available.
- Hours:** Relief cover as the operational needs of Break require. This could include Saturdays, Sundays and Bank Holidays. There may be the opportunity to cover other retail outlets within Break.
- Leave:** You will accrue an allowance for paid holidays.
- The accrual rate will be 7 minutes of holiday allowance for each hour worked.
- The accumulated holiday allowance will be recorded by the payroll department on a monthly basis.
- When you wish to take a paid holiday you should ask the manager of your “home” shop and they will record the date(s) and length of your holiday on the time sheet. Payroll will process the request and make a payment to you calculated at your basic hourly rate. This payment will be made by BACS in conjunction with payment for any hours you have worked that month.
- You may with agreement of your manager take any amount of holiday up to your total balance as recorded at the end of the previous month.
- Notice:** As each period of work is mutually exclusive, there are no notice provisions attached to the working relationship.
- Appraisal:** Appraisals are operated by Break.
- Right to Work:** All prospective employees are required to produce one of the following documents to verify their entitlement to work in this country to comply with the Asylum and Immigration Act, 1996:





- British Birth Certificate and a Government letter showing your National Insurance Number
- Passport showing holder to be a British Citizen
- A passport showing you are exempt from immigration control and are allowed to stay in the UK indefinitely
- A Certificate of Registration or Naturalisation as a British Citizen
- A Home Office Share Code and an official document evidencing your NI number

**Equal  
Opportunities:**

Break has a policy which seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and the other similar and objective criteria. The sex, marital status, race, colour, sexual orientation etc., of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation.



# Benefits and support

Break's homes strive to provide the highest quality of care - a quality that wouldn't be possible without our dedicated team. We believe in recognising and rewarding the essential part you have to play in our vital work, and in the importance of investing in your future as well as in the futures of the children and young people you will help care for.

## To that end, we offer:

- Employee Assistance Program (EAP).
- Company funded medical cash plan.
- Annual leave purchase.
- Additional service-related holiday from two years.
- Enhanced sick pay and family friendly leave.
- Pension salary sacrifice.
- Life assurance to the value of 3x your annual salary.
- Access to multiple Wellbeing initiatives.
- A referral scheme offering up to £1000 if you recommend a contact who goes on to be employed by Break in care services (subject to conditions).
- The opportunity to influence Break's strategy and direction through the Staff Consultation Forum.
- Cycle to Work and Tech scheme.
- **And more.**

## How to apply

If you want to invest in your future and make a difference to children and young people while building your career, and you feel you have the required enthusiasm and experience, then we welcome your application.

Apply online at:  
**break-charity.org**

For an informal chat about the position, call or email us via:

**01603 670100**  
**contactrecruitment@break-charity.org**