

Join our team

Applicant information pack



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.

R. Cowdry



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

POSITION: eBay Relief Assistant Manager

RESPONSIBLE TO: Area Manager/Manager

PURPOSE: To carry out the sales process of items on eBay

Main Tasks and Responsibilities

- 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
- To assist the Retail Manager in ensuring the smooth running of the Retail Unit in accordance with Break Policies and Procedures
- Process items of value onto eBay
- Create well-presented and eye catching photos for our eBay listings
- Complete accurate descriptions of items to be listed online
- Deal with buyers queries in a timely manner
- Dispatch items in a timely manner
- Carry out necessary administrative tasks to compliment eBay activity
- Ensure supplies for packaging are well stocked
- Delegate tasks to and manage volunteers

This is a role that covers a variety of tasks and items involved include bric a brac, clothing, books and antiques etc.



Personal Qualities / Attributes / Knowledge:

- Enjoy working as part of a team or independently
- Basic knowledge of eBay is essential
- Computer literate (comfortable using a tablet/desktop) –full training will be provided on using eBay/taking photos.
- Well organised
- Have an eye for detail!

Support available: You will be supported by the Area Manager who will provide your induction, training & ongoing support and guidance in this role, as well as being part of our friendly team of retail staff & volunteers.

Location: Ipswich Road

Hours/Time commitment: 0 hours per week Contract, to be discussed at interview.

Recruitment process: Application form

NB: This job contains a considerable amount of physical activity including lifting and moving stock

PERSON SPECIFICATION

eBay Retail Assistant

Factor	Essential	Desirable	Method of Assessment
Education and Qualifications:	<ul style="list-style-type: none"> • Good standard of Education including literacy and numeracy • Experience selling on eBay 		<ul style="list-style-type: none"> • Checking original certificates • Currently selling or Previous sales/screenshots
Knowledge and Experience of:		<ul style="list-style-type: none"> • Working with voluntary staff • Computer literate (comfortable using a tablet) • Well organised • Create well-presented photos for our eBay listings • Complete accurate descriptions of items to be listed online • Deal with buyers queries in a timely manner • Dispatch items in a timely manner • Carry out necessary administrative tasks to compliment eBay activity • Ensure supplies for packaging are well stocked • Delegate tasks to and manage volunteers 	<ul style="list-style-type: none"> • Via application form and verified by references

Ability to:	<ul style="list-style-type: none"> • Demonstrate understanding of and consistently work to the values of Break • Communicate effectively at all levels • Recruit, motivate and retain voluntary helpers (as appropriate) • Organise time and resources effectively • Work independently • Demonstrate a positive attitude to change • Work under pressure when required • Achieve targets set • Physically and mentally cope with the demands of the role 		<ul style="list-style-type: none"> • Via application form and verified by references • Through appropriate questions and answers at interview
Expected to:	<ul style="list-style-type: none"> • Attend and participate in training programmes • Accept supervision and guidance 		<ul style="list-style-type: none"> • Through appropriate questions and answers at interview

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

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