

ROLE	Retail & Community Skills Assistant – Bradbury Centre
HOURS OF WORK	32 hours per week
SALARY	£21,632 per annum
REPORTING TO	Day Service Manager

About The Stable Family Home Trust

The Stable Family Home Trust is a values-led organisation where people always come first. Our main purpose is to support adults with learning disabilities to develop the skills and confidence that enable them to live their lives as independently as possible; to participate in their local communities and be valued for the extraordinary contribution they make to our society. We run a varied and exciting day services programme from our three sites in Christchurch, Ringwood and Southbourne, and run supported living and residential living services in Southbourne and Ringwood.

OUR MISSION STATEMENT

People are the foundation of our society and we believe that everyone has a role to play in its success, and our commitment is to support people with learning disabilities to be recognised for their contribution.

OUR VISION

Our vision is a world where people with a learning disability have the same rights as everyone else, have access to the same opportunities as everyone else and receive the support they need, in the way they need it, so that they can live happy, healthy, productive lives as independently as they can.

We believe that every person who uses our services should be supported to achieve their ambitions in a way that celebrates their individuality and uniqueness. Our person-centred approach is inclusive of all and gives our service users the skills and confidence to be ambitious and participate in new opportunities that broaden and enhance their lives.

Our core values and shared objectives are rooted in our belief that every person we support is a valuable member of our society and are equal to everyone else within it.

OUR VALUES

- **Choice** – giving everyone the information they need to make good choices
- **Collaboration** – with our communities to increase participation and achievement
- **Respect** – an environment where everyone is seen, heard and valued
- **Safety** – safe services run by safe people in an environment where everyone is able to speak out without fear
- **Trust** – embracing accountability, honesty and openness at every level across the organisation

About the Role

As a Retail & Community Skills Assistant you will be responsible for ensuring that every customer has an enjoyable experience in the shop. Your excellent communication skills will be used to build positive relationships with customers to encourage them to return. You will also be supporting clients to gain skills and experience in retail and customer service.

Key Responsibilities

Retail Operations

1. Ensure the shop is well stocked, tidy and welcoming at all times.
2. Introduce new lines of items for sale to meet customer demand and seasonal changes.
3. Welcome customers and ensure that their shopping experience is positive and rewarding.
4. Connect with local artists & crafts people to showcase their creations whilst building social connections and work together with the wider community.
5. Support clients to experience all elements of retail management to gain skills that support future employment and volunteering opportunities.

On-Site Activity Programme

1. Work with the team to plan the on-site activity programme and support the different creative activities.
2. Support the delivery of activities and events that encourage community interaction, including creative workshops open to the local community.

Administration

1. Undertake all administrative tasks associated with the retail operations, including till reconciliation, banking, and recording sales of stock provided by other local artists.
2. Undertake any other administrative tasks as directed by your line manager.

General Responsibilities

1. Follow all Trust policies and procedures, including those related to safeguarding, health and safety, confidentiality, equality, diversity and inclusion, and data protection.
2. Respect the right to privacy and the confidentiality of all people using our services, including their families and carers, as well as colleagues, volunteers and any other person involved in the work of the Trust.
3. Complete all required training and participate in all learning and development opportunities offered.
4. Promote the work and values of the Trust in a positive and professional way.
5. Support fundraising events and activities to support the development of the services the organisation delivers when required, which may include evenings and weekends.

PERSON SPECIFICATION

A - Application (used for shortlisting); I – Interview

Competencies

- **Collaboration:** Able to build positive working relationships with colleagues, families, professionals and partner teams.
- **Communication:** Able to communicate clearly with people using the service, families, colleagues and professionals.
- **IT Literacy:** Able to use email, Microsoft Office and the case management system confidently.
- **Line Management:** Able to provide fair, consistent and supportive line management.
- **Proactive:** Self-motivated, reliable and able to use initiative.
- **Adaptability:** Able to respond positively to change and support others through it.

Essential Experience

Criteria	Evidence (A/I)
Experience or working in a retail environment or customer-facing role	A/I
Experience of financial processes relating to retail sales	A/I
Experience of customer service	A/I
Experience of working with people with additional needs , including learning disabilities	I

Essential Knowledge / Skills

Criteria	Evidence (A/I)
Numerical skills to balance till float and add up sums of money	A
Ability to interact positively with the public and handle general enquiries	A/I
Excellent timekeeping and organisational skills	A/I
Able to help with the delivery of creative learning activities	I

Other Information

We are committed to promoting diversity within our staff team and particularly welcome applications from people with disabilities and from different ethnic, socio-economic and educational backgrounds.

Safer Recruitment: Safe recruitment is central to the safeguarding of our service users. As part of recruitment, we carry out a vetting and barring check for those successful at interview, but this does not necessarily exclude applicants with convictions. The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

Use of a car, a full UK driving licence and appropriate business insurance would be an advantage.

Your main place of work will be The Bradbury Centre in Southbourne, however you may be required to work at other locations to assist with the continuous running of day services.