



Job description and employee specification

Job title:	Re-Use Shop Assistant	Location:	Hempsted HRC
Reports to:	Re-Use Shop Manager	Working hours:	37 hours per week, 5 days shift pattern to include weekends.
Job number:	TBC	Salary grade:	C £26,428 - £26,846 + 5% shift allowance on top
Supervises:	None		
Main purpose of the job:	To assist the manager in the operation of an efficient Re-Use Shop at Hempsted Household Recycling Centre (HRC). The role focuses on promoting sustainable consumption by diverting waste from incineration through the resale of donated goods, whilst championing the shop's objectives. Responsibilities include, assisting with H&S compliance, adhering to financial policies, and delivering excellent customer service, to drive business growth, maximise revenue, and enhance customer satisfaction in line with the overall business strategy.		
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: • Assist the Shop Manager and Re-Use Operative, to continually seek innovative ways to enhance business performance. Add to managers organise • Assist with inspecting, preparing & cleaning of items prior to going into the shop • Researching to price donated items effectively, utilising online and local market knowledge to ensure correct valuation. • Operate the digital point of sale register and handle cash and card payments securely. • Assist with managing stock control of incoming and outgoing products. • Accurately record all inventory to track what is being removed from the waste stream. • Support the Shop Manager, to promptly manage unwanted donations, through appropriate disposal mechanisms. • Assist the Shop Manager to upload and manage online sales opportunities. • Provide excellent customer service; greet customers, provide assistance and create a welcoming atmosphere. • Build good rapport with the HRC staff and the public • Test electrical items when required. • Comply with Ubico policy and procedures, including H&S to ensure the health and safety of colleagues and members of the public. • Be able to deputise for the Shop Manager as and when needed. • Carry out other duties as required that are commensurate with the general level of responsibility for the post. All employees of Ubico are also expected to: • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working.		



	• Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. Be committed to and demonstrate the values of the organisation which are to: • Deliver quality – what we do, we do well. • Be safe – look out for yourself and others. • Do the right thing – make good decisions and treat people with respect. • Care for our environment – protect where we live and work. Strive to be cleaner and greener. • Work together – communicate well and help each other.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Full driving licence to be able to drive a range of company vehicles up to 3.5 tonnes gross weight • GCSEs desirable (A-Cs or equivalent, including Maths and English) • Pat tester – desirable or willing to be trained Knowledge and experience • Previous retail experience • Experience of researching and pricing items • Experience of operating a till and handling cash and card payments • Understanding of re-use or second-hand market - Desirable • Basic knowledge of health and safety within a retail environment Skills and abilities • Excellent customer service skills • Good level of IT skills - MS Office and experience of utilising online sites for sales • Good verbal, written communication, numerical and organisational skills • A problem solver mindset, willing to embrace change initiatives • Ability to work independently and as part of a team • Able to show initiative, working with minimal supervision • Able to prioritise and maintain composure under pressure • Good interpersonal skills – able to understand and deal with conflict (if required) • Fit and able to undertake manual handling, including lifting items safely • Able to drive between sites if needed for collections from other sites in line with the business needs using company vehicles • Undertake training in PAT testing of electrical goods as required.
Desirable requirements - qualifications, skills, abilities and experience:	• Interest in sustainability and waste reduction
Special conditions:	



	• Able to work shifts, which includes weekends	
Date created:	October 2025	
Date reviewed:		
Created/reviewed by:	Name: Alison Criddle	Job title: HR Business Partner

