

# ToRs for Sessional Worker

## Retail and Marketing

### 1. Background

FRP is a social enterprise and charity with environmental and social aims. We engage with organisations and communities in London through a range of practical initiatives to reduce, re-use and recycle waste, and help people live sustainably. Based in Walthamstow in East London, we have been in operation since 1989. All our work and activities are supported by volunteers.

Funded by the Big Lottery we are implementing a new 2 years project, Waltham Forest Foundations, which aims to deliver environmental benefits and promote social inclusion for vulnerable adults.

During this project, we are supporting Environmental Volunteers from local communities connected to Waltham Forest, London, especially those who are at risk of marginalisation and social exclusion, to join in a program of variety of green sustainability related activities across the borough. This includes learning and assisting with recycling through our Green Office project; being part of a team and gaining experience in retail and customer service through The Paint Place; or getting outdoors and making an impact in the community through conservation work or food growing.

### 2. Objectives

The main objective of the project is to improve the wellbeing of participants, as well as their engagement with the local communities and environment. In addition, the project aims to develop the skills of the participants in order to assist their re-integration to the job market.

In order to reach these objectives, we are looking for a sessional worker to lead and support our volunteers involve in the “Retail and Marketing” pathway and lead workshops on customer service.

### 3. Accountabilities

- Assist in the development of the pathway, including the planning and execution of skill-sharing workshops.
- Train, develop and support volunteers to enable them to perform tasks within the areas of retail, sales and marketing.
- Lead and encourage high standards of display and visual merchandising to ensure the store is well presented.

- Working with other team members to achieve the store's sales targets..
- Manage and carry out stock replenishment, ensuring all areas of the store remain clean and tidy
- Provide a safe environment for customers, volunteers and other staff members.
- Comply with all Health and Safety regulations as per our Health and Safety Policy.
- Support colleagues and deliver service to every customer and stakeholder you come into contact with.

#### **4. Person specification**

- Experience gained within a retail environment, preferably in paint or related fields.
- Proven track record in working with volunteers and/ vulnerable adults
- Confident approach towards maximising sales opportunities.
- Strong communication skills and ability to participate as a key team member.
- Attention to detail.
- This role will involve carrying and handling (heavy) paint.

#### **5. Timeframe and Salary**

This position is to be started as soon as possible.

The position is an external consultant position of 3 days a week during 5 months (60 Working Days), for a total salary of £5000.