



Retail Operations Assistant Hoxton Street Monster Supplies

Retail Operations Assistant

Hoxton Street Monster Supplies, Ministry of Stories

Post: Retail Operations Assistant
Reports to: Retail Business Manager
Contract Length: 10-months, with potential to extend
Hours: Part time (3 days/week, equivalent to 21 hours)
Location: Hoxton Street Monster Supplies, 159 Hoxton Street, London N1 6PJ
Working days: Thursday, Friday and Saturday, when our shop is open to the public
Salary: £11.05 per hour (London Living Wage)
Benefits: 3% employer contribution to pension after 3 months
Office based
25 days annual leave + bank holidays and time off in lieu policy
Employee Assistance Programme
Welcoming team culture, open to exploring individual needs

Deadline for applications: Midnight Wednesday 8th June 2022

Interviews: Thursday 16th June 2022

If you require a larger format copy of this job description, please contact us at panagiota@ministryofstories.org or call us on 020 7729 4159.

About Hoxton Street Monster Supplies

[Hoxton Street Monster Supplies](#) is the only shop in the world to cater to the everyday needs of every imaginable kind of monster. Our shop has been open to humans since 2010 and last year we ranked no. 25 in Time Out's [100 Best Shops in London](#) and featured in Culture Trip's [Guide to London's Best Independent Shops and Businesses](#).

We are a purveyor of quality goods for monsters of every kind - from Sugar Dusted Bogies to Thickest Human Snot - but due to a very inconvenient *Curse*, all the profits from the sale of monster supplies support free creative writing and mentoring programmes for young people at our charity, [Ministry of Stories](#).

The young humans who attend our writing programmes go through the shop's secret door to enter into the workshops of the Ministry of Stories. For these young humans, the shop acts as a bridge between the real world (school, home, Hoxton) and the world of their imagination where anything can happen.

Co-founded by author Nick Hornby in 2010, our charity helps young people discover their confidence, imagination and potential through the power of their writing.

The more the shop can grow, the more childrens' stories we can bring to life! This is a great motivation every day, even for the dead and undead.

During the last year we have increased our online sales and we are now able to dispatch our quality goods to serve monsters all around the world via a new partnership with the boutique online store, Trouva.

Moreover we are proud to share that we have attracted high profile wholesale partners including Liberty, The Old Operating Theatre Museum, Nottingham Castle Trust and Ethical Superstore.

We are a tiny store with big hairy ambitions. Over the next three years, our plans include growing our sales and footfall, inventing more unique products, expanding our wholesale network, participating in Trade Shows and managing pop-up shops around London.

All this while maintaining the good humour of our brand, providing wonderful in-store experiences for our customers and helping more young people to unleash their imaginations.

About the role

The Retail Operations Assistant will be three days/week under the leadership of the Retail Business Manager and forms part of the wider Operations Team.

We are looking for an organised and efficient Retail Operations Assistant to be in charge of our physical store in Hoxton, recruit and train our team of volunteer shopkeepers and fulfil online orders.

You will be responsible for the daily operations of the shop and online fulfilment delivering excellent customer service and ensuring that all requirements are met up to our standards. You will help to drive sales, monitor performance and keep the shop looking its most beastly.

You will enjoy working in a supportive and fun environment, and will care about creating the best possible shopping experience for our customers.

This post is subject to an Enhanced DBS check and has a three-month probationary period.

The ideal candidate

You will be a highly motivated starter-finisher with strong communication and organisational skills. You will have a strong interest in retail with a social purpose and be confident and motivated to train, lead and support a wide range of people.

The shop and online orders can get very busy, especially in the autumn, but you will be successful because you show good initiative, energy, commitment and professional pride to your work.

Being a brand ambassador of the shop and the charity and also the first point of contact for families, you will recognise the social value of our charity and be highly motivated to drive success through our brilliant volunteers, engaged customers and excellent shop management & customer service.

Volunteers are at the heart of our operation and the shop is currently supported by volunteers giving their time as shopkeepers, online fulfilment, postal services administration and ghostwriters. On occasion we have larger groups of volunteers to support product building, including building Tinned Fears, harvesting snout and crushing fairies for our bespoke Fairy Dust.

Ideally experience of customer service and retail management, whilst being enthusiastic, full of courage to have a go and not afraid of hard work.

Main Purpose

To lead the operational delivery of Hoxton Street Monster Supplies:

1. To increase footfall and drive sales to achieve our income targets
2. To ensure the efficient and effective running of on-site and online operation
3. To be a HSMS brand custodian, raising public awareness and engaging the wider community
4. To recruit, train and manage the volunteer team
5. To deliver a welcoming, immersive and magical experience for customers, children and local families

Specific Responsibilities

1. Operations management

- Lead the day to day running of the Hoxton Street store
- Provide support to shop volunteers, including a brief and debrief as part of each session, priority tasks, new products and in-store offers
- To support the smooth running of the HSMS "Postal Services", a monster letter writing correspondence project for children and young people

2. Customer service

- Deliver excellent customer experience
- Develop and conduct customer research with in-store and online customers
- Manage online orders including fulfilment, refunds and all enquiries through volunteers

3. Volunteers

- Recruit, retain and manage all volunteer roles relating to the shop
- Manage the volunteer rota and weekly communications
- Provide training for volunteer roles relating to the shop

4. Stock

- Assist with stock management of products, packing materials and consumables
- Assist with the annual stock take
- Other duties as necessary

Person Specification

Essential experience

- Customer care or retail experience (ideally including online fulfilment)
- Experience of retail marketing, sales, communications and promotion

Desired experience

- Experience of using Shopify, Vend or similar Electronic Point of Sales (EPoS) system
- Experience of visual merchandising
- Experience of working with volunteers
- Experience using social media tools such as email, facebook and instagram
- Experience of working to brand guidelines and acting as a brand custodian

Essential skills and knowledge

- Clear communication skills and a warm and professional approach to interacting with a wide variety of people
- Ability to work calmly in a sometimes pressured environment
- Using initiative and problem solving
- Good administration skills and attention to detail
- Ability to prioritise and meet deadlines
- Ability to work flexibly and cooperatively as part of a team
- Commitment to the principles of Ministry of Stories including our safeguarding policy and championing our work with children and young people

Desirable skills and knowledge

- Engaging and outgoing, and confident being interviewed or filmed as part of the role
- Understanding of effective marketing and sales principals

- IT literate, preferably with working knowledge of website content management systems, email newsletters or database software

What we offer

In return for your effort and enthusiasm, you will become part of a supportive and creative team. We will value your contributions and welcome your ideas for the shop and the wider charity. We are also keen to support your professional development and may be able to offer the below opportunities, depending on your interests and capacity:

- Product invention, research and development
- Stockists and wholesale partnership development
- Social media and website content
- Copywriting
- Assist with the development of activities to engage the community in the shop and wider Ministry of Stories
- Observe HSMS Directors meetings

Terms and Conditions

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To apply, please visit:

https://ministryofstories.org/about/work-with-us/retail_operations_assistant

You will need to download and complete our application form and diversity monitoring form, and return them to jobs@ministryofstories.org

If you would prefer to submit a video rather than a written application form, please contact kirsty@ministryofstories.org and we can discuss how to do this.



MINISTRY OF STORIES

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