

Hoxton Street Monster Supplies

ESTD 1818



Supplies for the Living, Dead and Undead

MINISTRY OF STORIES

Due to a rather inconvenient curse, all profits from our shop go to the Ministry of Stories, a creative writing and mentoring charity for young humans.

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RETAIL OPERATIONS ASSISTANT
Hoxton Street Monster Supplies

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Hoxton Street Monster Supplies

Post: Retail Operations Assistant
Reports to: Retail Business Manager
Peers: Retail Operations Assistant, Retail Team Leader
Contract: Part-time fixed term contract

Location: Role requires work in two locations currently:

159 Hoxton Street, N1 6PJ
41-42 Leadenhall Market, EC3V 1LT
(With the potential for relocation to a different pop-up location)

Working hours: Part-time according to need and availability.
(minimum 7-hours per week guaranteed, likely 14-hours)

Working days: Available to work between Tuesdays - Saturdays
(role is on site only)

Salary: £11.95 per hour (London Living Wage) paid monthly

Benefits:

- Employee Assistance Programme
- Welcoming and supportive team culture
- 3% employer contribution to pension after three months
- 25 days annual leave FTE, pro-rated by hours worked each month

Deadline for applications: Midnight Wednesday 26 April
Interviews: Tuesday 02 May *(in person)*

Applicants must be available to start work in May 2023 once DBS / references are cleared.

Introduction

[Hoxton Street Monster Supplies](#) (HSMS) is the only shop in the world to cater to the everyday needs of monsters.

Our shop has been open to humans since 2010. In 2020 [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 children's' stories we can bring to life. This is a great motivation every day, even for the dead and undead.

During the last year, we had a fantastic opportunity to run a Pop-Up Shop at the historic Leadenhall Market. The space was also used for small events to generate additional interest as well as a base to celebrate our young writers' Monster March on Sunday 30 October. Leadenhall Market was a catalyst for product development, where new products were tested and eventually added to the existing Hoxton Street Monster Supplies product range.

We are thrilled to announce that we will be running a second Pop-Up at Leadenhall Market in 2023, in a new fantastic store right in the entrance of the famous Diagon Alley.

We are a tiny team 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 (this is why we need you!).

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

About the Role

We are seeking to recruit one or two Retail Operations Assistants to work across both our shops on a rota basis, under the leadership of the Retail Business Manager and forms part of the wider Operations Team. You will be given a core number of hours each week, with the potential for additional hours, according to the needs of the stores.

When you are working, you will be responsible for all shop operations on the day, occasionally supported by volunteers or other team members. Therefore, we are seeking applicants who are comfortable and motivated to engage customers and carry out operational tasks when lone working or as a part of a team.

You will need to be able to drive good sales performance and deliver a positive, fun and successful shopping experience for our customers. You will also work with our Retail Team Leader to recruit and train our team of volunteer shopkeepers and fulfil online orders. There may be the opportunity to lead occasional events.

We are seeking someone who can deliver excellent customer service, efficient online fulfilment, product building and re-stocking. You will help to drive sales, monitor performance, and keep the shops looking their most beastly.

You will enjoy working for a small, supportive and impactful charity, and will care about creating the best possible shopping experience for our customers, to help raise our brand and profile.

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

The Ideal Candidate

You will be a highly motivated starter-completer with strong communication and organisational skills. You will have a strong interest in retail with a social purpose, and get job satisfaction from engaging customers, and delivering excellent shop management and customer service.

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 in your work.

You will be a problem solver and care about providing our customers with a great experience, which will translate into strong sales.

Being a brand ambassador of the shop and the charity, you will be highly motivated to deliver the mission and the vision of the charity.

We work closely with volunteers, who generously give their time as shopkeepers, supporting online fulfilment, product building and acting as ghost writers for our Monster Mail service. On occasion we have larger groups of volunteers to support product building, including building Tinned Fear, harvesting snout and crushing fairies for our bespoke Fairy Dust.

Ideally, you will bring experience of customer service and delivering retail operations, whilst being enthusiastic, full of courage to have-a-go and not afraid of hard work.

Main Purpose

- To lead retail operations in our Hoxton and Leadenhall shops:
- To increase footfall and drive sales to achieve our income targets
- To ensure the efficient and effective running of our on-site and online operation
- To be a HSMS brand custodian, raising public awareness and engaging the wider community
- To work with our Retail Team Leader to train and manage the volunteer team
- To deliver a welcoming, immersive and fantastical experience for customers, children and local families

Specific Responsibilities

Operations Management

- Lead the day-to-day operations of our stores
- Follow opening/closing procedures according to the Ministry of Stories and Leadenhall Market operations policies
- Monitor results and performance, reporting to Retail Business Manager
- Provide support and facilitate events taking place at either store
- Provide support to shop volunteers, including a brief and debrief as part of each session, priority tasks, new products and in-store offers
- Manage display by replenishing stock and experimenting with merchandising
- Keeping the shop clean and tidy

Customer Service

- Deliver excellent customer experience
- Work with Retail Team Leader to conduct customer research with in-store and online customers
- Manage online orders including fulfilment, refunds and any enquiries through volunteers

Volunteers

- Work with the Retail Team Leader to recruit, support and manage all volunteer roles relating to the shop
- Manage the volunteer rota and input into volunteer communications
- Provide training for volunteer roles relating to the shop

Stock

- Regularly monitor stock levels of products, packing materials and consumables
- Follow up on deliveries and check-in merchandise
- Order packing materials and consumables
- Assist with the annual stock take
- Other duties as required by your manager or senior manager

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) systems
- 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
- Experience of liaising with third parties

Essential skills and knowledge

- Clear communication skills and a warm and professional approach to interacting with a wide variety of people
- Basic mathematics and financial knowledge
- Good organisation and attention to detail
- Personal motivation and drive, while working on your own
- Quick and effective problem-solving and conflict resolution skills
- Ability to work calmly in a busy and sometimes pressured environment
- Ability to adapt and learn quickly
- 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, 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 creation
- Copywriting opportunities
- Assist with the development of activities to engage the community in the shop and wider Ministry of Stories
- Observe the HSMS Directors' meetings

Application

Deadline for applications: Midnight Wednesday 26 April

Interviews: Tuesday 02 May (*in person*)

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.

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